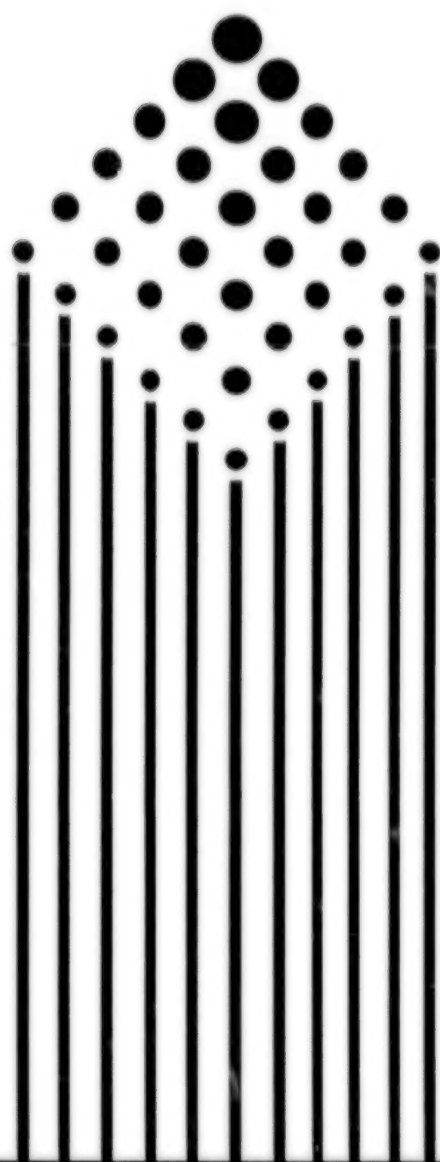


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# FY '91

**Building  
Labor's  
Force**

The  
DOL  
Academy

U.S. Department of Labor

## **DOL Academy Course Catalog**

VL

COMPLETED

## **DOL ACADEMY CREDO**

The DOL Academy is committed to making the most of the talents and skills of all Department of Labor employees. Changing workforce and workplace needs demand unparalleled excellence from those who serve the workers of America. The DOL Academy is helping the Department of Labor meet that challenge. By working to ensure the full potential of all employees and by insisting on professionalism at every level, the DOL Academy is setting the highest standards for individual growth and development, job performance and satisfaction and, ultimately, service to the Nation and its work force. To accomplish its goals, the DOL Academy puts the training and education needs of the Department's employees above all else.

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# DOL ACADEMY CATALOG

## FY 1991

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## DIRECTOR'S MESSAGE

"Education and training are the primary systems by which the human capital of a nation is preserved and increased."

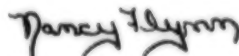
Workforce 2000  
Hudson Institute

This DOL Academy Catalog of Courses contains a comprehensive listing of course offerings and activities for fiscal year 1991, the third full year of operation of the DOL Academy. As the new Director, my objective for the DOL Academy is to provide the employees of the Department of Labor with a full range of high quality training opportunities regardless of job, grade, or location.

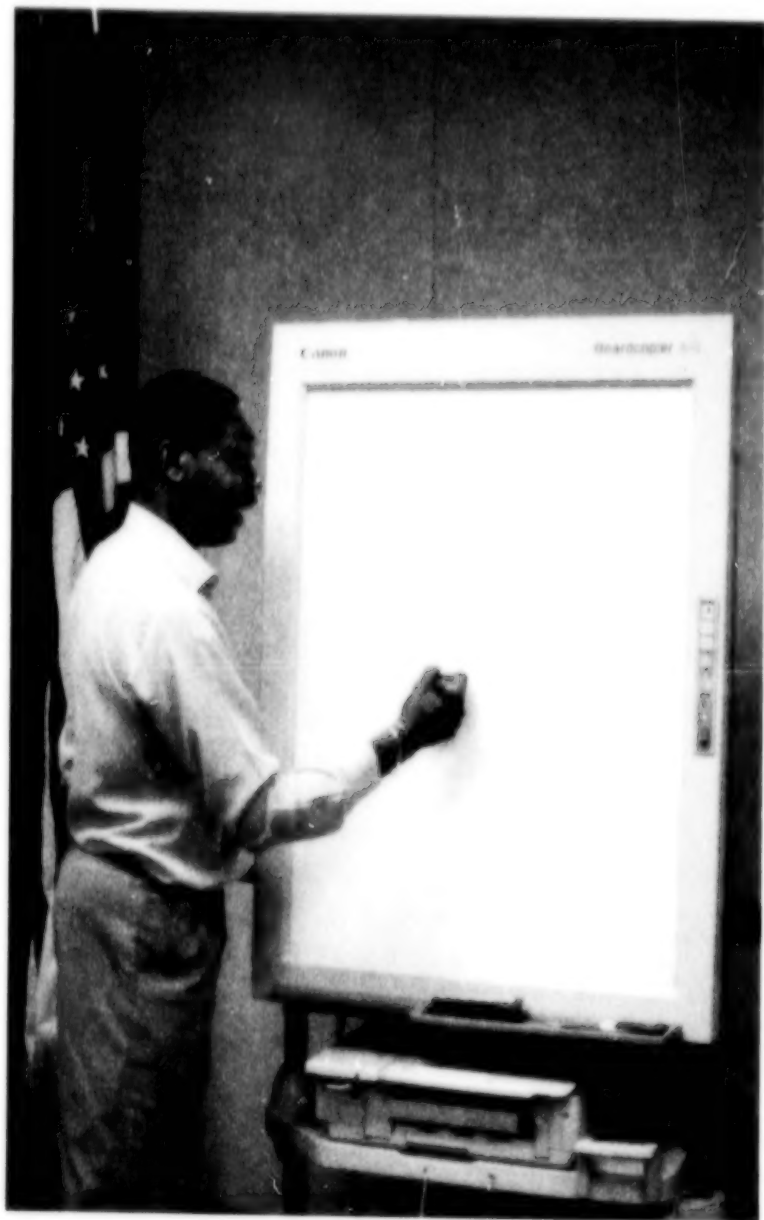
The 1991 Catalog represents the efforts of the entire DOL Academy staff as well as the Agency and Regional Training Officers. We have made every effort to respond to identified needs and to update and improve the design, content and delivery of the courses. We ask all employees of the Department of Labor to take time to review the Catalog in order to plan for individual and organizational training and development, both short range and long term. We also ask you to share your ideas for continuous improvement of the Department's training with Academy staff and the Training Officers.

One of Secretary of Labor Elizabeth Dole's objectives for the Department of Labor is that the Department itself becomes a model workplace. This objective includes extension of the Quality of Worklife/Total Quality Management (QWL/TQM) Program nationwide. Another Secretarial Goal is the conduct of a Department-wide review of enforcement agencies. The DOL Academy is committed to serving the Agencies of the Department by providing the common-needs training that will contribute to achievement of these goals.

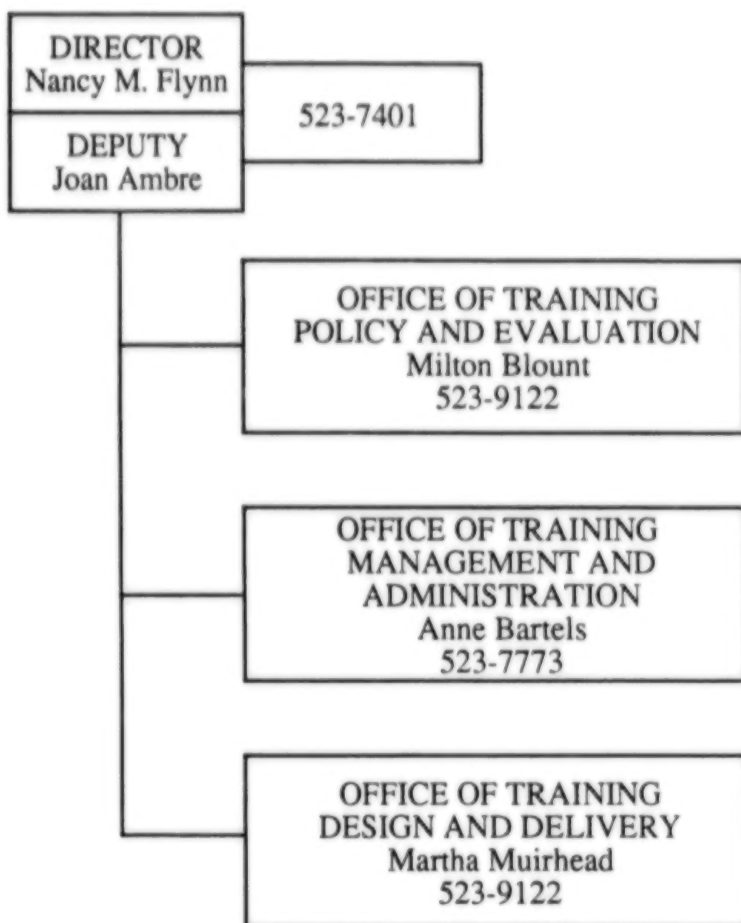
The DOL Academy is working in partnership with employees and managers to ensure a quality workforce for the Department of Labor and to strive for a DOL workforce of unparalleled excellence for the year 2000 and beyond.



Nancy Flynn  
Director



## DOL ACADEMY ORGANIZATION



### *OTHER IMPORTANT NUMBERS*

Computer-Assisted Learning Center  
523-8755

DOL Academy Course Information Center  
523-7817

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## ENROLLMENT IN DOL ACADEMY COURSES

The DOL Academy operates on the principle that a productive and successful working environment requires the continuous development of the knowledge and skills of all employees. The courses described in this catalog are designed to provide an opportunity for all DOL employees to enhance knowledge and skills needed in their present and future positions in the Department. Course descriptions provide information on occupational and prerequisite attendance requirements.

Attendance in DOL Academy courses requires the advance approval of the participant's supervisor and the submission of a completed Training Authorization Form DL 1-101 to the servicing Training Office. All Training Offices are listed on pages 7 and 8.

All nominations for course attendance must be made through the servicing Agency or Regional Training Office as far in advance as possible, but **at least two weeks prior to the start of the course.**

Generally, enrollments will be accepted on a first-come-first-served basis. Nominations for attendance which cannot be accepted due to lack of space can, upon request, be given preferential consideration for the next scheduled offering of that course. If, after enrollment, you are unable to attend a course, please notify your Training Office as soon as possible to allow another person to attend.

Additional information on training policies and procedures is contained in the Training Policy Handbook available through Agency and Regional Training Offices.

## **ENROLLMENT IN DOL ACADEMY COURSES (continued)**

Schedules for courses offered by the Supervisory and Professional Development Programs (SPD) are located in the SDP and PDSS sections of the catalog.

Schedules for courses offered by the Office Skills Institute (OSI) are located in the OSI section of the catalog.

To obtain scheduling information on courses offered in Other DOL Academy-Assisted Offerings, call the point of contact listed in the course description.

To obtain scheduling information on courses offered by the Computer-Assisted Learning Center (CALC), call 523-8755 (or your Training Office contact).

If you are interested in a course that is described in the catalog but is not on the schedule, call the DOL Academy Information Center at 523-7816 (or your Training Office contact).

## NATIONAL OFFICE TRAINING CONTACTS

### BLS

Gene Ann Logan  
441 G. St., NW,  
Room 2827  
Washington, DC 20212  
Phone: 523-1107

### OASAM/NCSC

Juanita Harrell  
200 Constitution Ave., NW  
Room C5516  
Washington, DC 20210  
Phone: 523-8310

### MSHA

Bettye Robertson  
4015 Wilson Blvd.  
Ballston Towers #3  
Room 506  
Arlington, VA 22203  
Phone: 235-1356

### ETA

Suzanne Kramer  
200 Constitution Ave., NW  
Room N4700  
Washington, DC 20210  
Phone: 535-0895

### PWBA

Paul Antsen  
200 Constitution Ave., NW  
Room N-5677  
Washington, DC 20210  
Phone: 523-8951

### SOL

Linda Walker  
200 Constitution Ave., NW  
Room N2431  
Washington, DC 20210  
Phone: 523-5276

### ESA

Brendan Branley  
200 Constitution Ave., NW  
Room S3308  
Washington, DC 20210  
Phone: 523-7036

### OIG

Sheila Hartzel  
200 Constitution Ave., NW  
Room S5021  
Washington, DC 20210  
Phone: 523-6162

### OSHA

Pat Saturen  
200 Constitution Ave., NW  
Room N3308  
Washington, DC 20210  
Phone: 523-8006

### VETS

Bernard Wroble  
200 Constitution Ave., NW  
Room S-1316  
Washington, DC 20210  
Phone: 523-8611



## REGIONAL TRAINING CONTACTS

Joseph Carroll  
JFK Federal Bldg., Room 1804  
Government Center  
Boston, MA 02203  
FTS 835-2002  
(617) 656-2002

Carolyn Bing-Johnson  
3535 Market Street,  
Room 14240  
Philadelphia, PA 19104  
FTS 596-5155  
(215) 596-5155

Evelyn Hampton  
230 S. Dearborn Street  
Room 1026  
10th Floor, Personnel Office  
Chicago, IL 60604  
FTS 353-8927  
(312) 353-8927

Vivian Clarke  
911 Walnut Street  
Room 100  
Kansas City, MO 64106  
FTS 867-6171  
(816) 426-6171

Francine Szymanoski  
71 Stevenson Street  
Suite 500  
San Francisco, CA 94105  
FTS 484-6680  
(415) 744-6680

Margaret Griego  
201 Varick Street,  
Room 813  
New York, NY 10014  
FTS 660-2221  
(212) 337-2221

Frazier Coffie  
1371 Peachtree Street, N.E.  
Room 136  
Atlanta, GA 30367  
FTS 257-3883  
(404) 347-3883

Doris Shaw  
525 Griffin Street  
Room 739  
Dallas, TX 75207  
FTS 729-6822  
(214) 767-6822

Jim Payne  
Federal Office Bldg.  
1961 Stout St., Room 1525  
Denver, CO 80294  
FTS 564-2031  
(303) 837-2031

Michael Fitzgibbons  
Federal Office Bldg.  
1111 Third Ave., Suite 815  
Seattle, WA 98101-3212  
FTS 399-4172  
(206) 442-4172

## **COLLEGE CREDIT RECOMMENDATIONS FOR DOL ACADEMY COURSES**

The **American Council On Education (ACE)**, through its Program on Non-collegiate Sponsored Instruction, provides organizations and institutions with a basis for recognizing suitable coursework taken outside colleges and universities. ACE evaluates formal educational programs and courses sponsored by non-collegiate organizations that are non-degree granting and offer courses for their employees, members, or customers.

ACE has evaluated many of the DOL Academy courses listed in this catalog and **has recommended them for college credits.**

The actual award of the credits must be made by your college or university. Servicing Training Officers are available to assist you in providing the chosen college or university evidence of your successful completion of the applicable courses and needed information concerning the ACE recommendations.

**See the individual course descriptions for specific information on the number of credits and the designation of academic level or program contained in the ACE recommendations.**

It should be noted that **The American Council On Education** is a private organization which also **provides a registry service** for individuals completing ACE approved courses for a one-time fee of \$25.00. Use of this service is entirely at the employees' option and expense. The "ACE Registry on Credit Recommendations" services include retention of an attendance registry for individual students who complete ACE approved courses and issuance of a transcript directly to the college or university designated by the employee. Additional information and application forms are available through servicing Training Offices.

## COURSE CREDITS

DOL Academy courses which may be applied toward college credits, based on an evaluation by the American Council on Education, are as follows:

Course		Recommended Credits
Human Side of Management	(SDP-003)	3
Skills Training for DOL Supervisors	(SDP-001)	3
Effective Writing Techniques	(PDSS-001)	2
Report Writing	(PDSS-002)	
Maximizing Your Potential As a DOL Professional	(PDSS-008)	2
All You Need to Know About Becoming a Supervisor	(PDSS-007)	
Time Management for Professionals	(PDSS-005)	
Professional Briefing Techniques	(PDSS-004)	
EEO Workshop for Supervisors	(SDP-002)	1
Communicating for Results	(not currently offered)	1
Art of Positive Negotiation	(not currently offered)	1
Stress Management for Managers	(not currently offered)	1
Effective Listening and Memory Development	(OSI-019)	1
Conflict Resolution in the Workplace	(OSI-020)	1

## COURSE CREDITS (continued)

Course	Recommended Credits
Beginning Typing (OSI-008) Speed Building (OSI-009) Keyboarding (OSI-007) Proofreading (OSI-011)	1
Introduction to DOL Office Procedures (OSI-026)	2
Introduction to Department of Labor Office Procedures (Self-Study) (OSI-030)	2
Career Development for DOL Employees (OSI-013)	1

More information about credit recommendations and procedures is available from Agency and Regional Training Officers and from the DOL Academy.

## CONTINUING EDUCATION UNITS

The Continuing Education Unit (CEU) is a nationally recognized standard unit of measurement which the DOL Academy has adopted for training courses not carrying ACE credit recommendations. CEUs give the student an officially recognized permanent record of their learning experiences. The CEU may be used for:

- Documentation of continuing qualifications for licensure, certification, or registration;
- Evidence of personal and vocational growth and adjustment to changing career demands;
- Maintenance or improvement of professional competence;
- Documentation of a conscious and persistent effort toward personal development.

See the individual course descriptions for specific information of the number of CEUs to be earned.

## **DOL WORKPLACE 2000**

**"We are faced with complex circumstances that require some fundamental, long-term alterations in the workforce environment."**

**Secretary of Labor Elizabeth Dole**

Secretary Elizabeth Dole has identified as one of her major goals for the Department of Labor the following:

**"We will empower the individual employee by encouraging employers to enhance flexibility in their workplace leading toward increased productivity and efficiency"**

As part of this goal, one of the Secretary's objectives is continued enhancement of the "DOL Workplace 2000" program designed to make the Department of Labor a model workplace. A key component of this program is improved employee involvement and teamwork.

The DOL Academy is committed to working with the Agencies of the Department in support of this goal and the "DOL Workplace 2000" program. We have identified course offerings and other resources which will provide information and specific tools for implementation of projects and initiatives leading to employee involvement and continuous improvement in products and services to the public. These resources are listed separately in this section.

In addition to our course offerings and available resources, the DOL Academy Consultancy Program provides consultation to managers in team building, conflict resolution, organizational assessment, meeting management and other related issues.

The DOL Academy will continue to broaden this resource list as material becomes available and in response to your needs. We welcome your comments and suggestions on how to best serve you in our common goal of a workforce and workplace of unparalleled excellence.

# DOL Workplace 2000

## The Journey to Excellence

Issue	From	To
<ul style="list-style-type: none"> <li>• Mistakes</li> <li>• Problems</li> <li>• Errors (Error Rate)</li> <li>• Time Horizon</li> <li>• Performance</li> <li>• Training</li> <li>• Information</li> <li>• Measurement</li> <li>• Change</li> <li>• Technology</li> <li>• Manager</li> <li>• Workers</li> </ul>	<p>Asking Who?</p> <p>Fix</p> <p>Inevitable</p> <p>Short Term</p> <p>Based on Cost and Schedule</p> <p>Seen as a Cost</p> <p>Flows Vertically Only</p> <p>Responsibility Outside Group</p> <p>Resisted</p> <p>Automating Jobs</p> <p>Police</p> <p>Just Do</p>	<p>Asking Why?</p> <p>Prevent</p> <p>Not Accepted</p> <p>Short and Long Term</p> <p>Based on Customer Requirements</p> <p>Seen as an Investment</p> <p>Flows Horizontally and Vertically</p> <p>Used by Group to Highlight Problems</p> <p>Way of Life</p> <p>Empowering People</p> <p>Coach</p> <p>Plan, Think and Do</p>

## **DOL Academy/Resource Exchange**

### **"DOL Workplace 2000"**

#### **Available Resources**

<b>Resource Reference Number</b>	<b>Title</b>
A009	Rational Problem Solving and Decision Making
A010	Leading Meetings
AV03	Problem Solving for Key Results
AV17	Implementing Change
C011	Getting Started with Project Management
C012	How to Meet Project Deadlines
C014	The Management Advantage
C033	Individual Training for Project Management
C037	Evaluating Organizational Effectiveness
C038	Understanding Personal Interaction Styles
C040	Motivating to Achieve Results
F002	A Team of Two
F005	Listening: The Problem Solver
F013	Thanks a Plenty Boss: The Rewards of Rewarding
F017	How to Lose Your Best Customer Without Really Trying
F018	Joy of Achievement
V017	A New Look at Motivation
V023	This Thing Called Change
V032	A Case of Working Smarter Not Harder



## **DOL Academy/Resource Exchange**

### **"DOL Workplace 2000"**

#### **Available Resources**

<b>Resource Reference Number</b>	<b>Title</b>
V046	Inside Track
V048	I'm Glad You Noticed
V053	Ethics to Excellence
V055	Discovering the Future
V059	Refiner's Fire
V064	A New Team of Two
V065	How to Lead Effectively
V066	Everyone Can Be A Leader
V068	Idea Power
V074	Imagineering
V076	Managers With Impact: Versatile and Inconsistent
V083	Leadership Edge
V084	Profiles in Management: On Leadership
V084	Profiles in Management: On Motivation
V090	Work Worth Doing
V092	Power of Paradigms and Tactics of Innovation
V097	The Quality Connection
V098	Excellence In the Public Sector
V099	A Passion for Excellence

## **DOL Academy/Resource Exchange**

### **"DOL Workplace 2000"**

#### **Available Courses**

<u>Course Number</u>	<u>Title</u>
PDSS-003	Enhancing Communications Skills
PDSS-011	Making Meetings Work
PDSS-012	Managing Conflict Creatively
OSI-015	Professional Effectiveness
OSI-016	Developing Leadership Skills
OSI-018	The Secretary as a Member of the Management Team
OSI-020	Conflict Resolution in the Workplace
OSI-023	Communications II: Personal Interaction
CALC-014	The Management Advantage
CALC-037	Evaluating Organizational Effectiveness
CALC-038	Understanding Personal Interaction Styles
CALC-039	Leading Effectively
CALC-040	Motivating to Achieve Results

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## **EXECUTIVE DEVELOPMENT PROGRAM**



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## **EXECUTIVE DEVELOPMENT PROGRAM**

The Executive Institute provides DOL executives a wide range of opportunities to develop a broader perception of their roles, their agencies' missions and programs, and the economic, social, and political environment in which they operate. Programs include the Executive Development Programs, Senior Executive Forum Series, Department of Labor (DOL) at a Glance, and the Leader Transition Service.

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**EXECUTIVE DEVELOPMENT PROGRAMS** offered on both a long term and a short term basis include: the Harvard University Program; Menninger Foundation; American University Key Executive Program; George Washington University Contemporary Executive Development; and many others, which are outlined in the Executive Development Training Opportunities Catalog available from your servicing Training Officer.

**THE SES FORUMS** cover a wide range of topics relevant to major missions and diversified programs of Federal Agencies. Ten Forums are offered on a yearly basis and involve interagency participation. Objectives of the Forums are to:

- improve managerial and communications skills of executives
- strengthen relationships among senior executives across agencies
- assist executives in career and personal development
- clarify resources designed to help executives manage successfully.

**DOL AT A GLANCE** is a briefing program for new non-career appointees. The program provides an orientation to the Department, its programs, major issues arising in the near term and in the future, and imparts a sense of the culture and values inherent in the organization.

**LEADER TRANSITION SERVICE** is a service that offers incoming executives a process to reduce the organizational disruption and "downtime" which occur with most changes of leadership. Specific assistance would be in the form of a Transition Workshop (preceded by data gathering and feedback to the executive). Some of the potential benefits of a planned Leader Transition are: reduction of anxiety and confusion, clarification of roles and responsibilities, establishment of goals and priorities, enhancement of teamwork and communication, and assisting in the success of the new executive.



**EXECUTIVE TEAMBUILDING** is a service to assist the executive in assessing the effectiveness of the management team. The assessment considers the team's mission, goals, roles, and general interaction. Facilitated sessions are then designed to address the needs identified by the assessment. A tool often used in Executive Teambuilding sessions is the Myers-Briggs Type Indicator (MBTI). Other tools and a wide variety of sessions are available.

## **CONSULTANCY PROGRAM**

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## CONSULTANCY PROGRAM

The **DOL Academy Consultancy Program** provides consultation to managers in Training and Organization Development. Specifically, this means that a consultant will work with a Training Officer and manager to provide the following services:

- Training Design (including needs assessment and materials development)
- Train-the-Trainer (instructor training for subject matter experts)
- Team Building (including the use of the Myers-Briggs Type Indicator)
- Goal Setting
- Conflict Resolution
- Role Clarification
- Organizational Assessment
- Meeting Management
- Other services based on defined needs
- Leader Transition Service - This is a new service offered to incoming managers and executives to reduce the organizational disruption and "downtime" which occurs with most changes of leadership. Specific assistance is in the form of a one day Transition Workshop (preceded by data gathering and feedback to the executive). Benefits of a planned transition are: reduction of anxiety and confusion, clarification of roles and responsibilities, establishment of goals and priorities, enhancement of teamwork and communication, and enhancement of the success of the new leader.

*(Continued)*

## **CONSULTANCY PROGRAM**

### **How the Consultancy Program Works**

Any manager interested in taking advantage of these services should contact the program coordinator, Suzanne Parrish, at 523-6351. Please be assured that all consultations are regarded as confidential.

## **SUPERVISORY AND PROFESSIONAL DEVELOPMENT PROGRAMS**



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## **SUPERVISORY AND PROFESSIONAL DEVELOPMENT PROGRAMS**

The **Supervisory Development Program (SDP)** consists of a series of required courses that provide first-line supervisors with the knowledge and skills essential to their new management roles. These courses are: Skills Training for DOL Supervisors (SDP-001), EEO Workshop for Supervisors (SDP-002), Human Side of Management (SDP-003), Labor-Management and Employee Relations for Managers and Supervisors (SDP-004), and the Comprehensive Safety and Health Course (SDP-005).

The **Professional Development Seminar Series (PDSS)** offers elective courses that help DOL professional employees, including supervisors and managers, improve current job skills and prepare for future career opportunities.

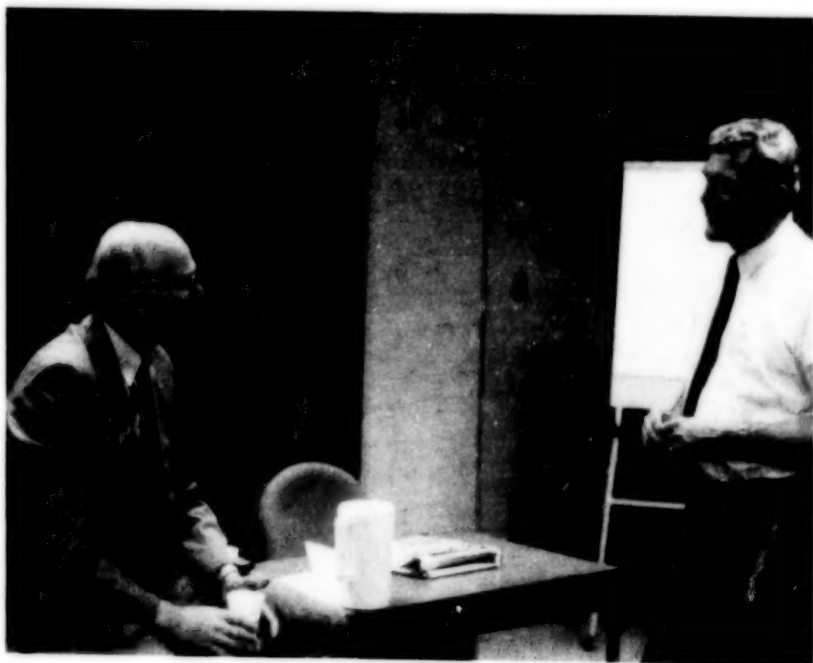
When scheduling a new supervisor to attend a course consider the following:

1. Skills Training for DOL Supervisors, EEO Workshop for Supervisors, and Labor-Management and Employee Relations for Managers and Supervisors should be taken during the first supervisory year, as they address some of the immediate issues confronting a new supervisor.
2. Where it is possible, Skills Training for DOL Supervisors should be scheduled before Human Side of Management (HSM) as HSM builds on much of the material learned in the Skills course.



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## **SUPERVISORY DEVELOPMENT PROGRAM (SDP)**



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## **SUPERVISORY DEVELOPMENT PROGRAM**

The Supervisory Development Program is designed to help new supervisors assume their responsibilities. Some of these responsibilities are unique to the Department of Labor. To ease the transition process, the new supervisor should try to schedule supervisory training as follows:

### **IMMEDIATELY AFTER PROMOTION**

SDP-001      Skills Training for DOL Supervisors\*

### **DURING FIRST YEAR AS SUPERVISOR**

SDP-002      EEO Workshop for Supervisors\*

SDP--004      Labor-Management and Employee Relations for  
Managers and Supervisors\*

PDSS-010      Tools for Performance Management

### **DURING SECOND YEAR AS SUPERVISOR**

SDP-003      Human Side of Management\*

SDP-005      Comprehensive Safety and Health Program\*

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\* indicates required course

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## SDP COURSE SCHEDULE

### NATIONAL OFFICE

Course	Title		Dates
SDP-001	Skills Training for DOL Supervisors		OCT 16-19 JAN 8-11 MAR 19-22 MAY 20-23 JUL 15-18
SDP-002	EEO Workshop for Supervisors		DEC 10-11 JAN 31-FEB 1 MAR 4-5 MAY 6-7 SEP 5-6
SDP-003	Human Side of Management		NOV 26-30 FEB 25-Mar 1 APR 15-19 JUN 17-21 AUG 5-9
SDP-004	Labor-Management and Employee Relations	BLS	NOV 90 MAY 91
		ETA	NOV 90 MAY 91
		OASAM	NOV 14-15 MAY 8-9
SDP-005	Comprehensive Safety and Health Course	BLS	OCT 90 APR 91
		OASAM	JAN 91 JUN 91

## SDP COURSE SCHEDULE

### REGIONAL OFFICES

Course	Title	Location	Dates
SDP-001	Skills Training for DOL Supervisors	Beckley, WVA	OCT 9-12
		Atlanta	OCT 22-25
		San Francisco	NOV 13-16
		Boston	JAN 29-FEB 1
		Chicago	FEB 5-8
		Dallas	FEB 12-15
		Pittsburgh	FEB 26-MAR 1
		Kansas City	APR 8-11
		New York	APR 9-12
		Seattle	AUG 20-23
SDP-002	EEO Workshop for Supervisors	New York	OCT 30-31
		Kansas City	JAN 15-16
		Atlanta	MAR 6-7
		Pittsburgh	APR 17-18
		Chicago	APR 23-24
		San Francisco	MAY 1-2
		Seattle	MAY 9-10
		Boston	JUN 18-19
		Dallas	JUL 30-31
SDP-003	Human Side of Management	Atlanta	JAN 14-18
		Chicago	MAR 25-29
		Dallas	APR 29-MAY 3
		Boston	MAY 6-10
		Denver	MAY 13-17
		San Francisco	JUN 3-7
		New York	JUL 29-AUG 2
		Philadelphia	AUG 12-16

*(Continued)*

## SDP COURSE SCHEDULE

### REGIONAL OFFICES (continued)

Course	Title	Location	Dates
SDP-004	Labor-Management and Employee Relations	Philadelphia	NOV 5-8
		New York	JAN 16-18
		Denver	MAR 5-6
		Boston	APR 2-3
		Dallas	APR 2-4
		San Francisco	APR 16-18
		New York	JUL 9-11
		Atlanta	AUG 20-21
		Chicago	SEP 9-13
		Seattle	SEP 10-11
		Boston	SEP 17-18
SDP-005	Comprehensive Safety and Health Course	Boston	OCT 23-24
		Dallas	NOV 26-27
		New York	NOV 28-30
		Atlanta	DEC 10-12
		Cleveland	DEC 13-14
		Philadelphia	JAN 16-17
		Boston	FEB 26-27
		Chicago	MAR 21-22
		New York	MAY 7-9
		Dallas	JUN 3-4
		Cincinnati	JUN 6-7
		Pittsburgh	JUN 26-27
		Denver	AUG 20-21
		Seattle	AUG 28-29
		Chicago	AUG 29-30
		Boston	SEP 11-12
		Kansas City	SEP 11-12



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# **SKILLS TRAINING FOR DOL SUPERVISORS**

**SDP-001**

## **Course Goal**

Participants understand their new roles as first-line supervisors, the basic tools of planning and monitoring work, and the people-oriented skills of delivering feedback, coaching, and making clear assignments.

## **Course Objectives**

Upon completing this course, participants will be able to:

- improve employee performance through effective feedback
- use coaching techniques to teach an employee a new task
- match the appropriate employee to a task
- communicate assignments effectively
- determine when to delegate work
- develop a written monitoring system for tracking their unit's work
- develop a comprehensive work plan for a project or activity.

*(Continued)*

# **SKILLS TRAINING FOR DOL SUPERVISORS**

**SDP-001**

## **Class Overview**

New supervisors learn several basic techniques essential to managing the work of others. The course, highly participatory and focused on practical "how-to" techniques that can be applied immediately on the job, includes films, skill practice sessions, small-group work, simulations, brief lectures, discussions, and written application plans. The Classroom Component of Skills Training for DOL Supervisors lasts 3 1/2 to 4 days (class timings vary with location). In order to receive DOL credit (as well as ACE recommended college credit) for this required course, participants must also complete the Self-Instructional Component. The Self-Instructional Component consists of a Resource Book and a Workbook, which require approximately 20 hours for completion.

## **Target Audience**

This is a required course for all DOL supervisors.

## **Prerequisite**

There are no prerequisites for this course.

## **Duration**

*3 1/2-4 days*

## **College Credit Recommendation**

3 semester hours of credit in Business Management in lower division baccalaureate/associate degree program.

# **EEO WORKSHOP FOR SUPERVISORS**

**SDP-002**

## **Course Goal**

Supervisors understand the foundations of the Department's Equal Employment Opportunity policy and the Affirmative Employment Program Plan, and their responsibilities for implementing them.

## **Course Objectives**

Upon completing this workshop, participants will be able to:

- identify discrimination and sexual harassment in the workplace
- describe the roles and responsibilities of DOL supervisors for maintaining a discrimination-free environment
- use positive management practices to prevent complaints
- implement Affirmative Action practices in their work units
- describe the informal and formal procedures for handling a complaint.

## **Class Overview**

This workshop features films, simulations, court case studies, group discussions, and short presentations by DOL staff whose responsibilities include EEO and/or Affirmative Action. Participants learn to implement the mandates of EEO laws, and the nature and types of discrimination--how it occurs and its effect on the work environment. They also learn how to recognize instances of sexual harassment, how to handle complaints involving such harassment, and how to deal with emerging issues regarding employment of people with disabilities.

*(Continued)*

# **EEO WORKSHOP FOR SUPERVISORS**

**SDP-002**

## **Target Audience**

This is a required course for all DOL supervisors.

## **Prerequisites**

There are no prerequisites for this workshop.

## **Duration**

*2 days*

## **College Credit Recommendation**

1 semester hour of credit in Business Management in upper division baccalaureate degree program.

# **HUMAN SIDE OF MANAGEMENT**

**SDP-003**

## **Course Goal**

Supervisors assess and practice their skills in several critical areas of supervision, including interpersonal competence, communication and motivation, leadership style, and organizational dynamics.

## **Course Objectives**

Upon completing this course, participants will be able to:

- understand the task of supervision -- getting work done through others
- assess the organizational culture, the impact of the changing nature of the workforce, and the supervisor's role in helping to shape the work unit
- identify the factors that motivate people and how supervisors can apply them
- explore dimensions of leadership and how to increase personal leader effectiveness
- identify and practice techniques for increasing effective interpersonal communication skills
- explore strategies and options for building effective work groups
- develop an action plan that lists specific opportunities for improving supervisory skills.

*(Continued)*

# **HUMAN SIDE OF MANAGEMENT**

**SDP-003**

## **Class Overview**

This course focuses on identifying personal supervisory styles and developing ways to strengthen interpersonal effectiveness. The course features a variety of activities and media, including: films, a case study, self-assessment surveys, simulations, and individual and group exercises. The course contains current thinking on the art of managing people and practical methods for dealing effectively with various types of employees.

## **Target Audience**

This is a required course for all DOL supervisors.

## **Prerequisite**

There are no prerequisites for this course. It is most effective when taken after Skills Training for DOL Supervisors (SDP-001).

## **Duration**

*5 days*

## **College Credit Recommendation**

3 semester hours of credit in Business Management in upper division baccalaureate degree program.

# **LABOR-MANAGEMENT AND EMPLOYEE RELATIONS FOR MANAGERS AND SUPERVISORS**

**SDP-004**

## **Course Goal**

This course provides DOL Managers and Supervisors with the basic skills and knowledge needed to carry out their management responsibilities for labor-management and employee relations.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the framework for conducting Federal labor-management relations
- recognize their labor-management obligations under the terms of the applicable collective bargaining agreement
- identify methods for handling performance and conduct problems likely to occur early in a new supervisory-employee relationship.

## **Class Overview**

This supervisory training course uses short lectures, group discussions, and case studies to provide participants with the essential skills and knowledge necessary to effectively perform labor-management and employee relations responsibilities.

## **Target Audience**

This is a required course for all DOL supervisors and managers.

*(Continued)*



**LABOR-MANAGEMENT AND  
EMPLOYEE RELATIONS FOR  
MANAGERS AND SUPERVISORS**

**SDP-004**

**Prerequisites**

There are no prerequisites for this course.

**Duration**

*varies 2-5 days*

# **COMPREHENSIVE SAFETY AND HEALTH COURSE FOR SUPERVISORS AND MANAGERS SDP-005**

## **Course Goal**

This course provides DOL Managers and Supervisors with the basic skills and knowledge needed to carry out their management responsibilities for providing employees safe and healthful workplaces.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the statutory and administrative framework for Federal Safety and Health programs
- identify and utilize the resources available in the DOL Wellness and Employee Assistance Programs
- recognize and address illegal drug use by employees
- understand about hazardous chemicals in their workplace and to work with them safely.

## **Class Overview**

This course uses video tapes, short lectures, group discussions, and case studies to provide participants with the essential skills and knowledge necessary to effectively carry out their safety and health responsibilities.

*(Continued)*

# **COMPREHENSIVE SAFETY AND HEALTH COURSE FOR SUPERVISORS AND MANAGERS SDP-005**

## **Target Audience**

This is a required course designed for all DOL supervisors and managers and DOL employees who have specific assigned safety and health responsibilities.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*Varies 2-3 days*

**PROFESSIONAL DEVELOPMENT  
SEMINAR SERIES  
(PDSS)**



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## PROFESSIONAL DEVELOPMENT SERIES

The majority of professional employees in the Department of Labor work in the following occupations:

Compliance Officers	Accountants
Manpower Development Specialists	Economists
Investigators	Analysts
Personnel Specialists	Claims Examiners
Equal Employment Opportunity Specialists	Auditors
Contract Specialists	Inspectors

They receive extensive job-specific training through structured Agency training programs which include on-the-job training. This training and experience provides employees with the knowledge and skills necessary to successfully perform in their career fields and to advance through the career ladder to the journey level.

However there is a broad range of skills needed by employees regardless of their occupation. These skills include the ability to plan and organize work, the ability to communicate orally and in writing, computer literacy, and working as a team member. In addition there are certain required skills that cut across agency lines. For example, the ability to negotiate effectively and to interview are skills required of OSHA investigators, MSHA mine inspectors, Wage-Hour compliance officers and other DOL professional occupations.

The DOL Academy offers employees in the Department of Labor a broad range of classroom training courses and training materials such as audio and video cassettes, films and computer-based training discs. Through the DOL Academy, employees have the opportunity to continuously improve the generic skills required in all career fields, such as speaking, writing, and the ability to work with others; as well as those "crosscutting" skills that are required in a number of DOL occupations.

*(Continued)*

Courses included in the Professional Development Seminar Series are designed to enhance your professional skills in your current occupation and to expand your career growth and development opportunities. Most employees can expect to experience at least two career changes in their work life. The stronger your skills are in areas such as planning, negotiating, meeting deadlines, making presentations, writing, or managing a meeting, the more prepared you will be to seize the opportunity for a promotion or a new career.

The training and developmental opportunities listed on the following pages are grouped according to the general skills and knowledge frequently identified for positions in many DOL occupations. The DOL Academy will continue to identify and develop training courses and other resources for DOL employees. Examine the courses available through the Professional Development Series and take advantage of these opportunities to expand your knowledge and skills for your career development and for your future.

## **PLANNING AND ORGANIZATION**

- Time Management for Professionals (classroom)
- How to Meet Project Deadlines (CBT)
- Managing Your Time (video)
- Planning and Managing Your Projects (classroom)

## **COPING WITH STRESS**

- Living with Stress (video)
- Stress: You're In Control (video)
- The Stress Mess (film)
- Understanding Personal Interaction Styles (CBT)
- Coping with Difficult People: Know-It-All-Experts (video)

*(Continued)*

## **COMMUNICATION**

### **Oral Communications**

- Professional Briefing Techniques (classroom)
- Presentation Excellence (video)
- Making Meetings Work (classroom)
- Meetings, Bloody Meetings (video)
- Imagineering (video)
- Conducting Successful Meetings (CBT)
- Listen (video)
- Effective Interviewing Techniques (classroom)

### **Interpersonal Communications**

- Enhancing Communications Skills (classroom)
- Fundamental Skills in Communicating with People (A/V)
- Managing Conflict Creatively (classroom)
- A Team of Two (film)
- New Team of Two (video)
- Valuing Diversity: Communicating Across Culture (video)
- Verbal Communications-Power of Words (video)
- Communicating Non-Defensively (video)
- Coping with Difficult People: Know-It-All-Experts (video)

*(Continued)*



## **NEGOTIATION**

- The Art of Negotiations (CBT)
- Everyone's a Negotiator (video)
- Strategies for Practical Negotiations (classroom)
- Persuasive Negotiating (video)
- Win-Win Negotiating Works (video)
- Basics of Negotiating (video)

## **COMPUTER LITERACY**

### **Basic Personal Computer Skills**

- Keyboarding (classroom)
- Introduction to DOS (classroom)
- The Personal Computer in Plain English (CBT)
- The PC Primer (video)
- Typequick (CBT)
- Personal Computing: Hardware and Software (video)
- Typing Made Easy (CBT)
- Introduction to PCs & DOS (classroom)
- Advanced DOS (classroom)

*(Continued)*

## **Wordprocessing**

- Introduction to WordPerfect 5.0 (classroom)
- Intermediate WordPerfect 5.0 (classroom)
- Advanced WordPerfect 5.0 (classroom)
- Desktop Publishing with WordPerfect 5.0 (classroom)
- Introduction to WordPerfect 5.0 (CBT)
- Introduction to WordPerfect 5.0 (video)
- Advanced WordPerfect 5.0 (CBT)

## **Spreadsheet**

- Introduction to Lotus 1-2-3 Release 2.01 (classroom)
- Intermediate and Advanced Lotus 1-2-3 Release 2.01 (classroom)
- Intermediate and Advanced Lotus 1-2-3 Release 3.0 (classroom)
- Introduction to Lotus 1-2-3 (CBT)
- Advanced Lotus 1-2-3 (CBT)

## **Data Bases**

- Introduction to dBase Parts 1 & 2 (classroom)

*(Continued)*

## **WRITING**

- **Effective Writing Techniques (classroom)**
- **Writing for Work (video)**
- **Editscope (CBT)**
- **The Write Works (CBT)**
- **Wordscope (CBT)**
- **Corporate Voice (CBT)**
- **Grammatik (CBT)**
- **Getting It Write (CBT)**
- **Elements of Style (video)**

## PDSS COURSE SCHEDULE NATIONAL OFFICE

Course	Title	Dates
PDSS-001	Effective Writing Techniques	OCT 11-12 (BLS) DEC 3-4 FEB 14-15 MAY 15-16 (BLS) JUN 26-27
PDSS-003	Enhancing Communication Skills	SEP 5-6
PDSS-004	Professional Briefing Techniques	MAR 26-27
PDSS-005	Time Management for Professionals	MAY 2-3
PDSS-010	Tools for Performance Management	DEC 6-7 JUN 12-13
PDSS-011	Making Meetings Work	APR 3-4
PDSS-012	Managing Conflict Creatively	AUG 1-2
PDSS-014	Effective Interviewing Techniques	JAN 10-11 AUG 15-16
PDSS-015	Strategies for Practical Negotiations	NOV 15-16 JUN 10-11
PDSS-016	Planning and Managing Your Projects	MAR 12-13 JUN 3-4
PDSS-017	Managing the Writing of Others	APR 25-26
	Ethics at Work	NOV 7 JAN 16 MAR 6 MAY 8 SEP 11

**PDSS COURSE SCHEDULE  
NATIONAL OFFICE  
(continued)**

<b>Course</b>	<b>Title</b>	<b>Dates</b>
	Freedom of Information Act	MAR 7 SEP 5
	Privacy Act	DEC 6 JUN 6

## PDSS COURSE SCHEDULE REGIONAL OFFICES

Course	Title	Location	Dates
PDSS-001	Effective Writing Techniques	Kansas City	OCT 16-17
		San Francisco	OCT 29-30
		Dallas	NOV 1-2
		Pittsburgh	NOV 14-15
		Chicago	NOV 27-28
		Atlanta	JAN 15-16
		Boston	JAN 17-18
		Los Angeles	FEB 25-26
		New York	APR 23-24
		Denver	JUN 25-26
		Seattle	JUL 1-2
PDSS-003	Enhancing Communication Skills to Improve Effectiveness	Chicago	JAN 14-15
		Denver	JAN 23-24
		Kansas City	MAR 19-20
		Jacksonville	APR 8-9
		Atlanta	APR 10-11
		Philadelphia	MAY 22-23
PDSS-004	Professional Briefing Techniques	San Francisco	FEB 12-13
		Dallas	FEB 20-21
PDSS-005	Time Management for Professionals	New York	FEB 26-27
PDSS-010	Tools for Performance Management	Boston	MAR 5-6
		Chicago	MAR 14-15
		Denver	APR 16-17
PDSS-011	Making Meetings Work	Philadelphia	FEB 21-22
		Dallas	MAR 13-14
PDSS-012	Managing Conflict Creatively	New York	OCT 18-19
		Atlanta	MAR 20-21
		Beckley	MAR 27-28
		Chicago	MAY 6-7
		Denver	MAY 29-30

# **PDSS COURSE SCHEDULE** **REGIONAL OFFICES** **(continued)**

Course	Title	Location	Dates
PDSS-014	Effective Interviewing Techniques	Boston	NOV 6-7
		Kansas City	DEC 5-6
		Seattle	DEC 13-14
		Los Angeles	JAN 7-8
		Atlanta	FEB 19-20
		San Francisco	MAR 11-12
		Denver	MAR 19-20
		Beckley	MAY 6-7
		Dallas	MAY 21-22
		Boston	JUN 4-5
		New York	JUN 11-12
		Chicago	JUL 15-16
PDSS-015	Strategies for Practical Negotiations	New York	DEC 11-12
		Dallas	JAN 16-17
		Kansas City	FEB 27-28
		Boston	APR 11-12
		Seattle	MAY 23-24
PDSS-016	Planning and Managing Your Projects	Seattle	FEB 4-5
		Kansas City	AUG 6-7
PDSS-017	Managing the Writing of Others	Seattle	JAN 24-25
	Freedom of Information Act	Philadelphia	JUL 24-25

# **EFFECTIVE WRITING TECHNIQUES**

**PDSS-001**

## **Course Goal**

Participants learn a five-step process for producing clear, concise, well-organized, and persuasive writing.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- clarify the purpose of what they are writing
- identify the audience for each writing assignment
- develop and organize the body of their writing projects
- write, revise, and edit for greater clarity and readability
- format their writing for conciseness, coherence, and professional appearance.

## **Class Overview**

This refresher on stylistic and organizational aspects of writing covers how to get and keep the reader's attention, overcome writer's block, and write good task instructions. The seminar emphasizes participant activity through individual and small-group practical exercises, interactive trainer presentations and class discussions. Participants may be requested to bring a sample of their writing to class, for trainer review and feedback from the trainer and other participants.

*(Continued)*



# **EFFECTIVE WRITING TECHNIQUES**

**PDSS-001**

## **Target Audience**

This seminar is designed for DOL professionals and managers. (Writing courses designed specifically for clerical and secretarial staff are offered by the Office Skills Institute (OSI) -- see listings elsewhere in this catalog.)

## **Prerequisites**

There are no prerequisites for this seminar.

## **Duration**

*2 days*

## **College Credit Recommendation**

When taken in combination with Report Writing (PDSS-002), 2 semester hours of credit in English lower division baccalaureate/associate degree program.

# **REPORT WRITING**

**PDSS-002**

## **Course Goal**

Participants learn time-saving techniques for writing clear, effective reports, both formal and informal.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- apply new, non-linear techniques for generating ideas
- present their ideas logically and sequentially
- focus their writing on the reader
- prepare short and long papers with multiple points for various audiences
- choose effective formats for written presentations
- write strong sentences and paragraphs
- produce concise, easy-to-read, persuasive reports.

## **Class Overview**

This seminar outlines the process of developing well-written reports. Activities include individual self-assessments, small-group work, interactive trainer presentations, in-class writing exercises, and class discussions. Participants may be requested to bring a sample of their writing to class, for trainer review and feedback from the trainer and other participants.

*(Continued)*

# **REPORT WRITING**

## **PDSS-002**

### **Target Audience**

This seminar is designed for technical and non-technical DOL professionals and managers.

### **Prerequisites**

There are no prerequisites for this seminar. However, completion of Effective Writing Techniques (PDSS-001) would be helpful.

### **Duration**

*2 days*

### **College Credit Recommendation**

When taken with Effective Writing Techniques (PDSS-001) as a prerequisite, 2 semester hours of credit in English in lower division baccalaureate/associate degree program. (NOTE: OSI-010, also titled "Effective Writing Techniques," does NOT contribute to college credit.)

While we do not plan to offer this course during Fiscal Year 1991, the course may be offered if there is sufficient demand or upon Agency request.

# **ENHANCING COMMUNICATION SKILLS TO IMPROVE EFFECTIVENESS**

**PDSS-003**

## **Course Goal**

Participants acquire a basic foundation in the communication skills most critical to on-the-job success: active listening, speaking assertively, and non-defensive communication.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- assess personal strengths and weaknesses in communication abilities
- avoid pitfalls of non-productive communication patterns
- identify common blocks to listening
- demonstrate effective active listening techniques
- respond to criticism in a non-defensive manner
- use the assertiveness model to deal appropriately with co-workers and employees.

## **Class Overview**

This seminar focuses on building positive communication interactions and describes a model for communicating effectively. Participants learn the importance of verbal and non-verbal communication, the impact of attitudes and values on communication, and the application of the communication model in the workplace. The seminar features a variety of activities and media including: self-assessment surveys, demonstrations of communication techniques, videos, exercises, and small group practice sessions.

*(Continued)*

# ENHANCING COMMUNICATIONS SKILLS TO IMPROVE EFFECTIVENESS

**PDSS-003**

## **Target Audience**

This seminar is designed for DOL professionals.

## **Prerequisites**

There are no prerequisites for this seminar.

## **Duration**

*2 days*

## **CEU**

1.1

# **PROFESSIONAL BRIEFING TECHNIQUES**

**PDSS-004**

## **Course Goal**

Participants acquire an understanding of their own presentation style and how to use it effectively, and the basic knowledge and skills required to prepare and deliver an effective briefing.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- determine the purpose of a presentation
- analyze the intended audience, and organize content appropriately
- create visual aids that have impact
- understand how anxiety affects presentations and how to channel that anxiety
- assess presentation style, skills, strengths, and weaknesses.

## **Class Overview**

This seminar is highly interactive. Through brief presentations on tips and techniques, participants are introduced to the fundamentals of delivering an effective briefing. The seminar provides multiple opportunities for useful "stand-up" practice, followed by valuable feedback from the trainer and participants.

## **Target Audience**

This seminar is designed for DOL professionals with limited briefing experience.

*(Continued)*

# PROFESSIONAL BRIEFING TECHNIQUES

PDSS-004

## Prerequisites

There are no prerequisites for this seminar.

## Duration

*2 days*

## College Credit Recommendation

When taken in combination with Time Management for Professionals (PDSS-005), All You Need to Know About Becoming a Supervisor (PDSS-007), and Maximizing Your Potential as a DOL Professional (PDSS-008), 2 semester hours of credit in Professional Orientation in lower division baccalaureate/associate degree program. (All four courses must be completed to receive college credit.)

## CEU

1.1

# **TIME MANAGEMENT FOR PROFESSIONALS**

**PDSS-005**

## **Course Goal**

Participants can diagnose their own positive and negative uses of time, overcome procrastination, prioritize their work, and practice techniques for improving their time management.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- identify time-wasters
- develop systems for prioritizing work
- streamline the flow of paperwork
- create efficient personal work environments
- overcome procrastination
- set and achieve reasonable goals
- develop action plans for immediate, on-the-job application.

## **Class Overview**

Through a series of interactive trainer presentations, films, self-assessment surveys, and work-analysis exercises, participants identify and practice techniques for setting work priorities and goals, and devise plans to become better organized and eliminate typical time-wasters.

## **Target Audience**

This seminar is designed for DOL professionals.

*(Continued)*



# **TIME MANAGEMENT FOR PROFESSIONALS**

## **PDSS-005**

### **Prerequisites**

There are no prerequisites for this seminar.

### **Duration**

*2 days*

### **College Credit Recommendation**

When taken in combination with Professional Briefing Techniques (PDSS-004), All You Need to Know About Becoming a Supervisor (PDSS-007), and Maximizing Your Potential as a DOL Professional (PDSS-008), 2 semester hours of credit in Professional Orientation in lower division baccalaureate/associate degree program. (All four courses must be completed to receive college credit.)

### **CEU**

1.1

# **MANAGING STRESS**

**PDSS-006**

## **Course Goal**

Participants recognize the major causes of physical and mental stress and learn specific stress-reduction strategies.

## **Course Objectives**

Upon completing this course, participants will be able to:

- understand the causes and effects of stress on physical and mental health
- identify sources of personal and professional stress in their lives
- evaluate their personal stress-management techniques
- develop a plan for handling stress on the job more effectively.

## **Class Overview**

This seminar is designed to provide participants with an overall understanding of stress as well as an individualized look at how stress affects them. The intent is to help participants acquire specific stress-management techniques for the workplace. Instructional activities include films, individual self-assessment, small-group work, lecture-discussion, and stress-management exercises.

## **Target Audience**

This course is designed for DOL professionals.

*(Continued)*

# **MANAGING STRESS**

**PDSS-006**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*2 days*

While we do not plan to offer this course during Fiscal Year 1991, the course may be offered if there is sufficient interest or upon Agency request.

# **ALL YOU NEED TO KNOW ABOUT BECOMING A SUPERVISOR**

**PDSS-007**

## **Course Goal**

Participants learn what it is like to be a supervisor and what practical skills supervisors must have.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- describe six key supervisory roles (planning, motivating, communicating, delegating, disciplining, and evaluating)
- assess the levels of their personal interest, comfort, and skill for each supervisory role
- define and evaluate their personal strengths and weaknesses as potential supervisors
- write career development action plans for developing the knowledge, skills, and abilities required for handling the various supervisory roles.

## **Class Overview**

Participants are given an informal orientation to the world of supervision. By grounding participants in the specific roles and responsibilities of supervisors, the seminar helps participants assess their interests and aptitudes for managing others. The seminar uses various teaching media and methodologies including a film, a case study, individual self-assessment, small-group work, practical exercises, and group-discussions.

*(Continued)*

# **ALL YOU NEED TO KNOW ABOUT BECOMING A SUPERVISOR**

**PDSS-007**

## **Target Audience**

This seminar is designed for DOL professionals who are interested in becoming supervisors.

## **Prerequisites**

There are no prerequisites for this seminar.

## **Duration**

*2 days*

## **College Credit Recommendation**

When taken in combination with Professional Briefing Techniques (PDSS-004), Time Management for Professionals (PDSS-005), and Maximizing Your Potential as a DOL Professional (PDSS-008), 2 semester hours of credit in Professional Orientation (All four courses must be completed to receive college credit.)

While we do not plan to offer this course during Fiscal Year 1991, the course may be offered if there is sufficient interest or upon Agency request.

# **MAXIMIZING YOUR POTENTIAL AS A DOL PROFESSIONAL**

**PDSS-008**

## **Course Goal**

Participants analyze their personal motivational needs, value orientation, and communication skills, and identify areas requiring improvement for professional growth.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- describe their personal behavioral preferences and value systems
- appreciate how different behavioral preferences and values affect relationships with co-workers
- understand the key concepts of interpersonal communication (and the most common barriers to communication)
- use new insights to further their self-actualization as DOL professionals.

## **Class Overview**

Participants assess motivational needs, values, and personality preferences using profile surveys. Through discussion, exercises, and a film, they assess where they are in terms of their goals and where they need to grow to attain peak performance.

## **Target Audience**

This seminar is designed for DOL professionals.

*(Continued)*

# **MAXIMIZING YOUR POTENTIAL AS A DOL PROFESSIONAL**

**PDSS-008**

## **Prerequisites**

There are no prerequisites for this seminar.

## **Duration**

*2 days*

## **College Credit Recommendation**

When taken in combination with Professional Briefing Techniques (PDSS-004), Time Management for Professionals (PDSS-005), and All You Need to Know About Becoming a Supervisor (PDSS-007), 2 semester hours of credit in Professional Orientation. (All four courses must be completed to receive college credit.)

While we do not plan to offer this course during Fiscal Year 1991, the course may be offered if there is sufficient interest or upon Agency request.

# **MANAGING YOUR CAREER**

**PDSS-009**

## **Course Goal**

Participants interpret their functional skills, interest patterns, work values, and personality traits; review career-development options; and, take action toward realization of new or renewed career directions.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- describe and interpret their functional skills (and consequent implications for career decision-making)
- understand the significance of occupational interest areas in career planning
- appreciate the importance of work values in career planning
- identify personality traits and their influence on career choices
- develop an action plan for career development.

## **Class Overview**

Using a variety of methods (including assessment surveys, educational games, and films), participants identify the major elements and issues affecting personal career decision-making. Additionally, participants explore resources for occupational information and develop a three-month career plan for their immediate use.

## **Target Audience**

This seminar is designed for DOL professionals.

*(Continued)*



## **MANAGING YOUR CAREER**

**PDSS-009**

### **Prerequisites**

There are no prerequisites for this seminar.

### **Duration**

*2 days*

While we do not plan to offer this course during Fiscal Year 1991, the course may be offered if there is sufficient interest or upon Agency request.

# **TOOLS FOR PERFORMANCE MANAGEMENT**

## **PDSS-010**

### **Course Goal**

Supervisors understand and practice the elements of performance management including: developing performance standards or prototype performance standards; monitoring performance through documenting, feedback, and coaching; assigning performance ratings; and conducting appraisal meetings.

### **Course Objectives**

Upon completing this course, participants will be able to:

- analyze job content and identify sources of job elements
- distinguish critical and noncritical job elements
- write performance standards for job elements and revise prototype performance standards
- define a satisfactory level of performance for each standard and describe ways to exceed the standard
- develop performance standards across grade levels
- observe and document employee performance
- provide ongoing feedback on performance
- rate employees using elements and standards.

*(Continued)*

# TOOLS FOR PERFORMANCE MANAGEMENT

## PDSS-010

### Class Overview

This seminar focuses on: the development of performance elements and standards, the revision of prototype elements and standards and, the establishment of performance ratings. The seminar uses a variety of activities including: self-assessment surveys, interactive trainer presentations, case studies, and skills practice sessions on setting standards and rating performance. Participants may be requested to bring a sample of elements and standards from their office.

### Target Audience

This course is designed for DOL supervisors and managers.

### Prerequisites

There are no prerequisites for this seminar.

<b>Duration</b>	<i>2 days</i>
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<b>CEU</b>	1.1
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# **MAKING MEETINGS WORK**

**PDSS-011**

## **Course Goal**

Participants learn how to design and conduct more productive meetings.

## **Course Objectives**

Upon completing this course, participants will be able to:

- clarify purpose, tasks, and roles to accomplish overall objectives for a meeting
- plan and conduct a meeting to achieve desired results
- identify the responsibilities of the meeting leader and the meeting participants
- create an open, supportive environment for building group morale, commitment, and productivity
- adjust leadership style to maximize the meeting's effectiveness
- handle problem situations and "disruptive individuals"
- evaluate the meeting's effectiveness.

## **Class Overview**

Through a combination of interactive trainer presentations, a videotape, and meeting simulation exercises, participants examine and practice the planning and group process skills required to conduct successful meetings. During the seminar participants also learn ways to address organizational issues so that tasks are completed, and people issues so that everyone is committed to achieving the identified goal.

*(Continued)*

# **MAKING MEETINGS WORK**

**PDSS-011**

## **Target Audience**

This seminar is designed for DOL professionals and managers.

## **Prerequisites**

There are no prerequisites for this seminar.

## **Duration**

*2 days*

## **CEU**

1.1

# **MANAGING CONFLICT CREATIVELY**

**PDSS-012**

## **Course Goal**

Participants understand their own style of conflict management and learn specific techniques for effectively handling common conflicts in the workplace.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- analyze the positive and negative aspects of conflict
- identify their preferred styles for managing conflict
- evaluate the effects of conflict on members of problem-solving groups
- develop strategies and specific behaviors to strengthen their conflict management competencies.

## **Class Overview**

This seminar is built around a variety of instructional activities including theory presentations, assessment surveys, videos, small group work, role plays, and class discussion. The intent is to increase participant understanding of the underlying issues of conflict and to provide an opportunity to discuss, develop, and practice strategies for managing conflict.

## **Target Audience**

This seminar is designed for DOL professionals and managers.

*(Continued)*

## **MANAGING CONFLICT CREATIVELY**

**PDSS-012**

### **Prerequisites**

There are no prerequisites for this seminar.

### **Duration**

*2 days*

### **CEU**

1.1

# **ETHICS AT WORK - PRACTICAL HELP FOR SUPERVISORS**

**PDSS-013**

## **Course Goal**

This course provides managers, supervisors, and other interested employees with practical experience in recognizing and applying ethics and conflict-of-interest standards in the work environment. The former title of this course was "Knowing Where the Buck Stops."

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand basic ethics principles contained in applicable statutes, orders, and regulations
- recognize ethics problems in everyday management situations
- identify approaches for dealing with ethics issues and learn how to obtain assistance in dealing with ethics problems.

## **Overview**

This course uses case studies and group discussions to help participants apply basic principles to situations they are likely to face. The course is led by people with day-to-day experience in handling ethics matters.

## **Target Audience**

This course is designed for management officials, SES officials, Schedule C's, managers, supervisors, and other interested employees.

*(Continued)*



# **ETHICS AT WORK - PRACTICAL HELP FOR SUPERVISORS**

**PDSS-013**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*3 hours*

# **EFFECTIVE INTERVIEWING TECHNIQUES**

**PDSS-014**

## **Course Goal**

Participants acquire the skills and tools to plan and conduct interviews, and address follow-up activities.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- identify the purpose of the interview
- describe the interview process
- prepare a targeted interview guide
- conduct an interview demonstrating effective questioning and note-taking techniques
- apply techniques for taking charge of the interview
- identify and describe appropriate post-interview activities including on-site verification and follow-up, and documentation and reporting of findings.

## **Class Overview**

This seminar focuses on interviews conducted as part of DOL enforcement activities. Through interactive trainer presentations, class discussions, and interview simulation exercises followed by trainer and participant feedback, participants will refresh current skills and learn new ones designed to enhance their ability to conduct fact finding interviews.

*(Continued)*

# **EFFECTIVE INTERVIEWING TECHNIQUES**

**PDSS-014**

## **Target Audience**

This seminar is designed for DOL professionals.

## **Prerequisites**

There are no prerequisites for this seminar.

## **Duration**

*2 days*

# **STRATEGIES FOR PRACTICAL NEGOTIATIONS**

**PDSS-015**

## **Course Goal**

Participants learn the strategies and skills needed to successfully achieve win-win results through formal and informal negotiations.

## **Course Objectives**

Upon completion of this seminar, participants will be able to:

- assess and articulate their philosophy toward negotiation in the context of their respective job responsibilities
- describe the negotiation process
- plan and prepare for a negotiation
- distinguish between negotiating voluntary compliance and enforcing compliance
- conduct a negotiation using different strategies
- identify the best strategies to use for their respective negotiation situations.

## **Class Overview**

This seminar focuses on the daily negotiating situations faced by many DOL professional employees and is based on the 1983 bestseller, Getting to Yes by Roger Fisher and William Ury. Through interactive trainer presentations, class discussions, and negotiation simulation exercises followed by trainer and participant feedback, participants will learn and practice the fundamentals and subtleties of conducting win-win negotiations.

*(Continued)*

## **STRATEGIES FOR PRACTICAL NEGOTIATIONS**

**PDSS-015**

### **Target Audience**

This seminar is designed for DOL professionals.

### **Prerequisites**

There are no prerequisites for this seminar.

### **Duration**

*2 days*

# **PLANNING AND MANAGING YOUR PROJECTS**

**PDSS-016**

## **Course Goal**

Participants acquire the skills and tools needed to plan, implement, monitor, troubleshoot, and evaluate projects of varying sizes and duration. A "project" is of relatively short duration and has a definite beginning, middle, and end.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- plan and organize a project
- determine the skill mix needed to carry out the project work and match staff accordingly
- develop a team approach to getting the work done
- make and communicate assignments to team members
- design and use a project monitoring system to control schedules and the quality of work
- anticipate and solve problems
- identify an appropriate project documentation and recordkeeping system
- evaluate and report on project outcomes.

*(Continued)*

# **PLANNING AND MANAGING YOUR PROJECTS**

**PDSS-016**

## **Class Overview**

This seminar focuses on the common skills and tools needed by all project managers, regardless of project scope, but does not directly address the skills needed for managing ongoing legislated programs or work unit functions. Through interactive trainer presentations, class discussions, case studies, and examination of participant projects, the seminar will address the skills and tools needed to successfully complete projects on time, and with quality products and service.

## **Target Audience**

This seminar is designed for DOL professionals and managers.

## **Prerequisites**

There are no prerequisites for this seminar.

## **Duration**

*2 days*

# **MANAGING THE WRITING OF OTHERS**

**PDSS-017**

## **Course Goal**

Participants learn an analytical and organizational approach for reviewing and managing the written products of staff.

## **Course Objectives**

Upon completing this seminar, participants will be able to:

- demonstrate an increased understanding of technical writing skills and their relationship to management skills
- understand how monitoring a staff's writing performance fits in with other managerial roles and responsibilities
- examine the issues involved in reviewing others' written work including the human factors
- establish a systematic process for reviewing written work.

## **Course Overview**

The focus of this seminar is on the assessment of the current state of writing performance in the work group and the development of a systematic approach to monitor and improve the writing of employees. The seminar features a variety of activities including: a self-assessment survey, small group work, interactive trainer presentations, skills practice exercises, and group discussion.

## **Target Audience**

This course is designed for DOL supervisors and managers.

*(Continued)*



## **MANAGING THE WRITING OF OTHERS**

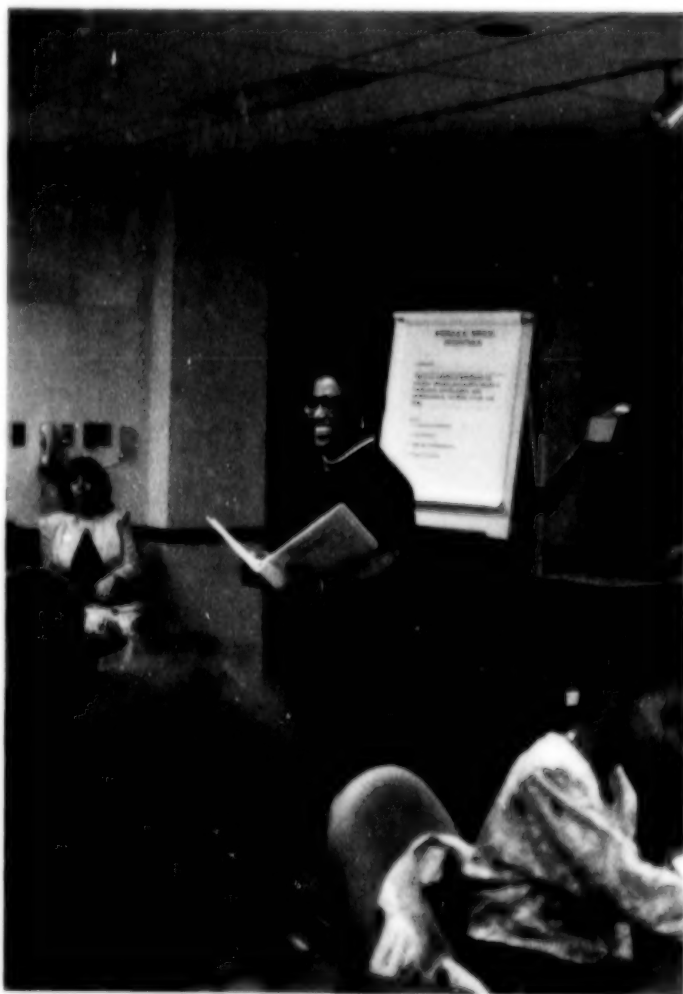
**PDSS-017**

### **Prerequisites**

There are no prerequisites for this seminar.

### **Duration**

*2 days*

**OFFICE SKILLS INSTITUTE (OSI)**

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## OFFICE SKILLS INSTITUTE (OSI)

The Office Skills Institute is designed to reinforce job skills and to enhance professionalism for clerical, secretarial, and other support occupations in the Department. Through a series of long-term courses and seminars, employees are provided training in the skills required for successful job performance. In addition, small group and individualized instruction is available through the Individualized Instruction Lab. The Office Skills Institute's program is grouped into three major program levels:

- The Entry Level Program for New Clerical Employees is designed to provide instruction in basic skills and entry level subjects. All new clerical employees will be required to complete the "essential" course. The remaining courses in this program may be attended by the employee on an optional basis.
- The Intermediate Level Program is for current clerical employees. All current clerical employees (who have not already done so) are encouraged to complete each of the "essential" courses. The "elective" courses should be considered in fulfillment of individual training plans.
- The Senior Level Secretarial Program consists of special courses targeted for senior level clerical and secretarial employees. All senior level clerical employees are encouraged to complete each of the "essential" courses in this program. The "elective" courses should be considered in fulfillment of individual training plans.

## **DEVELOPMENTAL LEVELS OF OFFICE SKILLS INSTITUTE COURSE OFFERINGS**

Although none of these courses have prerequisites as such, it is recommended that employees complete the offerings at one level before going on to the next level.

### **ENTRY-LEVEL**

Introduction to DOL Office Procedures\*  
Introduction to the Department of Labor  
Telephone Techniques  
Office Essentials  
Proofreading  
Time and Attendance  
Organizing for Work  
Essentials of Grammar  
Communications I: Voice and Diction  
Career Orientation/IDP Workshop  
Effective Grammar Usage

### **INTERMEDIATE-LEVEL**

Organizing for Work  
Time and Attendance  
Proofreading (Long-term)\*  
Records and Files Management\*  
Travel and Transportation\*  
Achieving Your Potential  
Essentials of Writing\*  
Communications II: Personal Interaction  
Effective Listening and Memory Development  
Career Development for DOL Employees  
Effective Writing Techniques

## SENIOR-LEVEL

The Secretary as a Member of the Management Team\*  
Conflict Resolution In the Workplace\*  
Developing Leadership Skills\*  
Professional Effectiveness  
Effective Report Writing  
Communications III: Presentation Skills\*  
Making the Most of Your DOL Career  
Stress Management  
Training of Trainers for Introduction to DOL Office  
Procedures

## ADDITIONAL SERVICES FOR ALL LEVELS

Individualized Instruction Lab  
English Speakers of Other Languages (ESOL)  
Career Counseling  
Proofreading Skills  
Updating Your SF-171/Improving Your Employment  
Interviewing Skills  
Telephone Techniques and Public Contact

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\*indicates essential courses

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# OSI COURSE SCHEDULE

## NATIONAL OFFICE LONG-TERM COURSES

### *Fall 1990*

Course	Title	Days	Times	Dates
OSI-001	Individualized Instruction Lab	M-T-W-TH	9:00-1:00	SEP 17-DEC 13
	Career Counseling	M-W	1:00-4:00	OCT 1-DEC 12
OSI-006	Essentials of Writing	T-W-TH	8:30-10:00	OCT 2-DEC 13
OSI-005	Essentials of Grammar	T-W-TH	10:30-12:00	OCT 2-DEC 13
OSI-011	Proofreading	T-W-TH	1:00-3:00	NOV 6-DEC 6

### *Winter/Spring 1991*

Course	Title	Days	Times	Dates
OSI-001	Individualized Instruction Lab	M-T-W-TH	9:00-1:00	FEB 4-MAY 23
OSI-025	ESOL	TBA	TBA	TBA
	Career Counseling	M-W	1:00-4:00	FEB 4-MAY 22



## OSI COURSE SCHEDULE

### NATIONAL OFFICE LONG-TERM COURSES

*Summer 1991*

Course	Title	Days	Times	Dates
OSI-001	Individualized Instruction Lab	M-T-W-TH	9:00-1:00	JUN 17-AUG 1
OSI-022	Communications I: Voice and Diction	T-TH	10:00-12:00	JUN 4-AUG 15
	Career Counseling	M-W	1:00-4:00	JUN 17-JUL 31

# OSI COURSE SCHEDULE

## NATIONAL OFFICE SEMINARS

*Fall 1990*

Course	Title	Days	Times	Dates
<b>ENTRY-LEVEL</b>				
OSI-026	Introduction to DOL Office Procedures	M-T-W-TH-F	8:15-4:45	OCT 22-26
<b>INTERMEDIATE-LEVEL</b>				
OSI-034	Telephone Techniques and Public Contact	TH	9:00-4:00	OCT 11
OSI-003	Travel and Transportation	T W	9:00-4:00 9:00-12:00	OCT 16-17
OSI-002	Time and Attendance	T W	9:00-4:00 9:00-12:00	NOV 6-7
OSI-004	Records and Files Management	W TH	9:00-4:00 9:00-12:00	DEC 12-13
<b>SENIOR-LEVEL</b>				
OSI-027	Making the Most of Your DOL Career	W-TH	9:00-4:00	NOV 14-15

# OSI COURSE SCHEDULE

## NATIONAL OFFICE SEMINARS

Winter/Spring 1991

Course	Title	Days	Times	Dates
<b>ENTRY-LEVEL</b>				
OSI-021	Career Orientation	W-TH	9:00-4:00	APR 10-11
OSI-026	Introduction to DOL Office Procedures	M-T-W	8:15-4:45	JAN 14-18
<b>INTERMEDIATE-LEVEL</b>				
OSI-002	Time and Attendance	W TH	9:00-4:00 9:00-12:00	MAY 1-2
OSI-003	Travel and Transportation	W TH	9:00-4:00 9:00-12:00	MAR 20-21
OSI-017	Organizing for Work	T-W	9:00-4:00	FEB 26-27
OSI-024	Communications II: Personal Interaction	W-TH	9:00-4:00	APR 17-18

# OSI COURSE SCHEDULE

## NATIONAL OFFICE SEMINARS

Winter/Spring 1991  
(continued)

Course	Title	Days	Times	Dates
<b>SENIOR-LEVEL</b>				
OSI-016	Developing Leadership Skills	T-W	9:00-4:00	FEB 12-13
OSI-020	Conflict Resolution in the Workplace	T-W TH	9:00-4:00 9:00-12:00	MAR 5-7
OSI-024	Communications III: Presentation Skills	W-TH	9:00-4:00	MAY 29-30
OSI-033	Train of Trainers Introduction to Department of Labor Office Procedures	M-T-W-TH-F	TBA	TBA
<b>ALL LEVELS</b>				
OSI-014	Updating Your SF-171 Improving Your Employment Interviewing Skills	T-W-TH	9:00-12:00	MAY 14-16
OSI-028	Proofreading Skills	W-TH	9:00-4:00	MAR 27-28

# OSI COURSE SCHEDULE

## NATIONAL OFFICE SEMINARS

Summer 1991

Course	Title	Days	Times	Dates
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### ENTRY-LEVEL

OSI-026	Introduction to DOL Office Procedures	M-T-W TH-F	8:15-4:45	JUN 10-14
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### INTERMEDIATE-LEVEL

OSI-004	Records and Files Management	W TH	9:00-4:00 9:00-12:00	JUN 5-6
OSI-013	Career Development for DOL Employees	T-W	9:00-4:00	JUN 11-12
OSI-019	Effective Listening and Memory Development	T-W TH	9:00-4:00 9:00-12:00	AUG 6-8

### SENIOR LEVEL

OSI-018	The Secretary as a Member of the Management Team	T-W TH	9:00-4:00 9:00-12:00	JUL 9-11
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### ALL LEVELS

OSI-038	Telephone Technique and Public Contact	T	9:00-4:00	JUNE 18
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# OSI COURSE SCHEDULE

## REGIONAL OFFICES FY 1991

Course	Title	Location	Dates
OSI-003	Travel and Transportation	Atlanta, GA Boston, MA Beckley, WVA Kansas City, MO	DEC TBA OCT 9-10 OCT 29-30 MAY 1-2
OSI-004	Records and Files Management	Atlanta, GA Boston, MA Kansas City, MO Beckley, WVA Kansas City, MO	OCT TBA OCT 11-12 NOV 1-2 MAY 14-15 MAY 21-22
OSI-010	Effective Writing Techniques	San Francisco, CA New York, NY Seattle, WA	MAR 4-5 MAR 12-13 JUN 11-12
OSI-012	Effective Report Writing	Boston, MA	FEB 11-12
OSI-015	Professional Effectiveness	Denver, CO Atlanta, GA	JAN 9-10 JAN 29-30
OSI-016	Developing Leadership Skills	Kansas City, MO Dallas, TX	FEB 6-7 AUG 14-15
OSI-017	Organizing for Work	Beckley, WVA Pikeville, KY	SEP 18-19 OCT 2-3
OSI-018	The Secretary as a Member of the Management Team	Chicago, IL	MAY 7-9
OSI-019	Effective Listening and Memory Development	Seattle, WA	OCT 23-25

# OSI COURSE SCHEDULE

## REGIONAL OFFICES FY 1991

Course	Title	Location	Dates
OSI-020	Conflict Resolution in the Workplace	Kansas City, MO	NOV 6-8
		New York, NY	NOV 7-9
		Denver, CO	APR 2-4
		Atlanta, GA	APR 9-11
		San Francisco, CA	APR 15-17
OSI-023	Communications II: Personal Interaction	San Francisco, CA	NOV 6-7
		Denver, CO	FEB 20-21
		Atlanta, GA	FEB 26-27
		Dallas TX	MAR 5-6
		Pittsburgh, PA	JUL 16-17
		Boston, MA	SEP 11-12
OSI-026	Introduction to DOL Office Procedures	Kansas City, MO	OCT 22-26
		Atlanta, GA	NOV 5-9
		New York, NY	JAN 28-FEB 1
		Chicago, IL	JAN 28-FEB 1
		Atlanta, GA	MAY 13-17
		San Francisco, CA	MAY 6-10
		Denver, CO	JUN 10-14
		Chicago, IL	JUL 22-26
		Kansas City, MO	AUG 19-23
OSI-027	Making the Most of your DOL Career	Kansas City, MO	APR 16-17
OSI-028	Proofreading Skills	Dallas, TX	OCT 17-18
		San Francisco, CA	OCT 23-24
		Atlanta, GA	JAN TBA
		Seattle, WA	JAN 15-16
		Chicago, IL	FEB 5-6
OSI-029	Effective Grammar Usage	Chicago, IL	NOV 27-28
		Seattle, WA	MAR 7-8

## **OSI COURSE SCHEDULE**

### **REGIONAL OFFICES FY 1991**

<b>Course</b>	<b>Title</b>	<b>Location</b>	<b>Dates</b>
OSI-031	Stress Management	New York, NY	JUN 4-5
OSI-032	Achieving Your Potential	Wilkes Barre, PA	MAR 20-21



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# **INDIVIDUALIZED INSTRUCTION LAB**

**OSI-001**

## **Course Goal**

This course helps employees who need to strengthen their basic reading, math, and English skills or prepare for the GED test.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- demonstrate gains in the subject area in which they are receiving instruction (see Class Overview below).

## **Class Overview**

Specific skills taught will depend on individual needs of the participants. The course offers individualized and small group instruction in reading, mathematics, English and GED preparation. All participants will be given a pretest using the Test of Adult Basic Education to determine appropriate placement.

## **Target Audience**

This course is primarily designed for secretarial and clerical support personnel.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*10-16 weeks per term  
Varies with the individual*

# **TIME AND ATTENDANCE**

**OSI-002**

## **Course Goal**

This course familiarizes employees with timekeeper responsibilities and provides guidance for accurate Time and Attendance records.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- define the duties of a timekeeper
- identify time and attendance documents
- list and define time categories
- complete accurate Time and Attendance Reports for full- and part-time employees
- identify flexitime plans
- maintain flexitime records.

## **Class Overview**

A combination of short lectures and exercises will give participants a working knowledge of the basic policies, regulations, and procedures that govern regular and flexitime recordkeeping.

## **Target Audience**

This course is primarily designed for intermediate-level secretarial and clerical support personnel.

*(Continued)*

## **TIME AND ATTENDANCE**

**OSI-002**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*1 1/2 days*

### **CEU**

.5

# **TRAVEL AND TRANSPORTATION**

**OSI-003**

## **Course Goal**

This course provides employees with a basic knowledge of Federal Travel Regulations.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- make travel arrangements
- prepare travel documents
- identify the different methods of travel reimbursements (i.e., per diem, actual subsistence, etc.)
- compute travel allowances.

## **Class Overview**

Through short lectures and exercises, participants will learn how to make travel arrangements, prepare travel documents, and compute travel allowances.

## **Target Audience**

This course is primarily designed for intermediate-level secretarial and clerical support personnel.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*1 1/2 days*

## **CEU**

*.5*

# **RECORDS AND FILES MANAGEMENT**

**OSI-004**

## **Course Goal**

This course introduces participants to the basic principles of Federal Government records management.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- recognize the difference between records and non-record material
- identify the steps involved in selecting a records management system
- discuss the six basic types of filing systems
- prepare records for filing
- understand and use the Federal Government records disposition program effectively.

## **Class Overview**

This seminar will cover both basic filing principles and operations and several types of filing systems.

## **Target Audience**

This course is designed for intermediate-level secretarial and clerical support personnel.

## **Prerequisites**

There are no prerequisites for this course.

*(Continued)*

## RECORDS AND FILES MANAGEMENT

OSI-004

**Duration**

*1 1/2 days*

**CEU**

.5

# **ESSENTIALS OF GRAMMAR**

**OSI-005**

## **Course Goal**

This course introduces participants to the essentials of English grammar and composition.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify and correctly use the parts of speech
- apply basic punctuation rules
- construct sentences using phrases and clauses correctly
- increase their basic vocabulary
- construct effective paragraphs.

## **Class Overview**

This English course is designed for people who need to strengthen their understanding of basic grammar and composition. The course features daily exercises and simple writing assignments.

## **Target Audience**

This course is primarily designed for entry-level secretarial and clerical support personnel.

## **Prerequisites**

There are no prerequisites for this course.

*(Continued)*



# **ESSENTIALS OF GRAMMAR**

**OSI-005**

**Duration**

*45 hours*

**CEU**

**4.5**

# **ESSENTIALS OF WRITING**

**OSI-006**

## **Course Goal**

This course helps participants develop written communication skills.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- construct and develop a paragraph
- use topic sentences, transition sentences, and concluding sentences
- write short memos
- use and construct bibliographies and footnotes
- write general and business letters.

## **Class Overview**

After a brief review of English grammar, this course stresses the principles of written communications. Participants practice writing skills through daily exercises.

## **Target Audience**

This course is primarily designed for intermediate-level secretarial and clerical support personnel.

*(Continued)*

## **ESSENTIALS OF WRITING**

**OSI-006**

### **Prerequisites**

Before enrolling in this course, it is recommended that participants complete the Essentials of Grammar (OSI-005) course or demonstrate a basic understanding of English grammar.

### **Duration**

*45 hours*

### **CEU**

4.5

# **EFFECTIVE WRITING TECHNIQUES**

**OSI-010**

## **Course Goal**

This seminar teaches participants techniques which improve written communications.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- organize written communications through effective paragraphing
- construct clearly worded sentences
- select precise words
- apply guidelines for word usage, expression, transition, and style
- write effective letters and memos.

## **Class Overview**

Using a workshop format, participants will improve their written communication skills. Individual and group exercises give participants practice in writing sentences, paragraphs, letters, and memos.

## **Target Audience**

This course is designed for administrative, clerical, and other office support staff.

*(Continued)*

## **EFFECTIVE WRITING TECHNIQUES**

**OSI-010**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*2 days*

### **CEU**

1.1

# **PROOFREADING (Long Term)**

**OSI-011**

## **Course Goal**

This course teaches basic proofreading techniques.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- proofread accurately and efficiently
- identify and use the common proofreading symbols
- identify errors in typing, spelling, grammar, punctuation, capitalization, format, number expression, word division and content
- use various techniques that may be applied when proofreading different kinds of materials.

## **Class Overview**

Participants learn essential proofreading techniques through a series of short lectures and hands-on exercises. The course also includes a brief review of English grammar. Taken over a 12-week period, this class allows students to practice these skills in the office while they are learning.

## **Target Audience**

This course is designed for administrative, clerical, and office support staff.

## **Prerequisites**

There are no prerequisites for this course.

*(Continued)*

## **PROOFREADING (Long Term)**

**OSI-011**

**Duration**

24 hours

### **College Credit Recommendation**

When taken in combination with Keyboarding (OSI-007), Beginning Typing (OSI-008), AND Speedbuilding (OSI-011), 1 semester hour of credit in Business Education in lower division baccalaureate/associate degree program. (All four courses must be completed to earn 1-hour credit.)

# **EFFECTIVE REPORT WRITING**

**OSI-012**

## **Course Goal**

This course introduces participants to the principal elements of effective report writing.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- format a simple report
- organize a simple report
- write a simple report
- revise and review a simple report.

## **Class Overview**

Through short lectures, participants will learn about the elements of a simple report. Participants will practice constructing segments of a report through individual and group exercises.

## **Target Audience**

This course is designed for senior-level secretarial and administrative support personnel.

## **Prerequisites**

There are no prerequisites for this course.

**Duration**

*2 days*

**CEU**

1.1



# **CAREER DEVELOPMENT FOR DOL EMPLOYEES**

**OSI-013**

## **Course Goal**

This course helps participants explore their career interests and objectives, identify personal skills, abilities, knowledges, achievements and characteristics which relate to their career objectives.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify personal job skills they desire to improve
- design an Individual Development Plan (IDP) to upgrade those skills
- identify personal job motivators and satisfiers
- recognize their personal work values and career goals
- develop an action plan for achieving career goals.

## **Class Overview**

In a workshop setting, participants will draft a plan for achieving career goals. They will complete the "Self Directed Search" and explore the careers at DOL which correspond to their occupational preferences. Participants will inventory their knowledges, skills, and abilities and discuss how these relate to their career goals.

## **Target Audience**

This course is primarily designed for intermediate-level secretarial and clerical support.

*(Continued)*

# **CAREER DEVELOPMENT FOR DOL EMPLOYEES**

**OSI-013**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*2 days  
(followed by 3 monthly one-hour,  
small group follow-up sessions)*

## **College Credit Recommendation**

1 semester hour of credit in lower division baccalaureate/associate degree program.

# **UPDATING YOUR SF-171/ IMPROVING YOUR EMPLOYMENT INTERVIEWING SKILLS**

**OSI-014**

## **Course Goal**

This course helps participants prepare an effective SF-171 and develop effective job interviewing techniques.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- prepare an effective SF-171 which clearly and accurately reflects knowledges, skills, and abilities
- describe the job application process within DOL (including merit staffing)
- identify common errors made by job seekers during an employment interview
- demonstrate (through role-playing) an understanding of appropriate interview behavior.

## **Class Overview**

Short lectures and class exercises provide the basis for developing an effective SF-171. Role-playing exercises give participants practice using effective interviewing techniques.

## **Target Audience**

This course is designed primarily for secretarial, clerical and administrative support personnel.

*(Continued)*

**UPDATING YOUR SF-171/  
IMPROVING YOUR EMPLOYMENT  
INTERVIEWING SKILLS**

**OSI-014**

**Prerequisites**

There are no prerequisites for this course.

**Duration**

*1 1/2 days*

# **PROFESSIONAL EFFECTIVENESS**

## **OSI-015**

### **Course Goal**

This course helps participants identify and develop professional attitudes and behaviors.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- assess their degree of professionalism
- recognize how expectations influence behavior
- identify the components of a professional image
- communicate professionally on the telephone and face-to-face
- recognize the role of nonverbal communication in creating a professional image.

### **Class Overview**

Topics covered include developing professional relationships, resolving conflicts, time management, becoming a good team player, and communicating a professional image, both verbally and nonverbally. Short lectures, films, simulations, and group exercises will be used.

### **Target Audience**

This course is designed for senior-level secretarial and administrative support personnel.

*(Continued)*

# **PROFESSIONAL EFFECTIVENESS**

**OSI-015**

## **Prerequisites**

There are no prerequisites for this course.

**Duration**

*2 days*

**CEU**

1.1

# **DEVELOPING LEADERSHIP SKILLS**

**OSI-016**

## **Course Goal**

In this course, participants examine various leadership styles and develop their own leadership skills.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- demonstrate an understanding of the components of effective leadership
- describe various leadership and behavioral styles
- demonstrate effective leadership skills with regard to communication and motivation
- evaluate their own leadership potential and initiate a plan for their individual growth and development in leadership capacity.

## **Class Overview**

Through short lectures, group exercises, and role-plays, participants will examine leadership styles and develop their own leadership skills.

## **Target Audience**

This course is designed for senior-level secretarial and administrative support personnel.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*2 days*

# **ORGANIZING FOR WORK**

**OSI-017**

## **Course Goal**

This course helps support personnel take control of their time by planning, organizing, and setting priorities.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- make productive time-management judgments
- set goals and establish priorities
- pattern their work schedules to complete routine tasks without stress
- recognize the difference between efficiency and effectiveness.
- segment a job process into more manageable parts.

## **Class Overview**

Participants will analyze their use of time, identify areas where self-improvement is needed, and develop action plans for use on the job.

## **Target Audience**

This course is primarily designed for intermediate-level secretarial and clerical support personnel.

## **Prerequisites**

There are no prerequisites for this course.

*(Continued)*



## ORGANIZING FOR WORK

OSI-017

**Duration**

*2 days*

**CEU**

1.1

# **THE SECRETARY AS A MEMBER OF THE MANAGEMENT TEAM**

**OSI-018**

## **Course Goal**

This course helps experienced secretaries develop their leadership skills and build more effective working relationships with management.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- recognize how they fit into the management team
- prioritize tasks and organize work
- communicate more effectively with their supervisors and managers.

## **Class Overview**

Through short lectures, group discussions, simulations, and exercises, participants will learn to respond rapidly and effectively to office situations, to exercise initiative and judgment, and to make decisions within the scope of their assigned responsibilities.\*

## **Target Audience**

This course is designed for senior-level secretarial and administrative support personnel.

*(Continued)*

# **THE SECRETARY AS A MEMBER OF THE MANAGEMENT TEAM**

**OSI-018**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*2 1/2 days*

**\*Note:** Supervisors of secretaries enrolled in this course should attend the morning session on the last day of the class.

## **CEU**

1.5

# **EFFECTIVE LISTENING AND MEMORY DEVELOPMENT**

**OSI-019**

## **Course Goal**

This course teaches participants to listen, comprehend, and recall information more effectively and efficiently.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify the barriers to effective listening and methods for overcoming them
- evaluate their own listening habits
- develop more effective listening techniques
- use various techniques that aid memory development
- develop a strategy for improving their own memories.

## **Class Overview**

Short lectures, discussions, group exercises, and films help participants improve their listening and memory skills.

## **Target Audience**

This course is designed for intermediate-level secretarial and clerical support personnel.

## **Prerequisites**

There are no prerequisites for this course.

*(Continued)*

## **EFFECTIVE LISTENING AND MEMORY DEVELOPMENT**

**OSI-019**

### **Duration**

*2 1/2 days*

### **College Credit Recommendation**

1 semester hour of credit in Communications Skills may be granted in lower division baccalaureate/associate degree program.

# **CONFLICT RESOLUTION IN THE WORKPLACE**

**OSI-020**

## **Course Goal**

This course teaches participants techniques for minimizing and/or resolving conflicts in the work environment.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify attitudes and behaviors that cause conflicts
- assess, understand, and evaluate personal needs in conflict situations
- communicate feelings and needs in a constructive manner
- create a problem-solving strategy for resolving a conflict
- cope more effectively with people who seem to be unreasonable, or difficult.

## **Class Overview**

Through short lectures, case studies, films, role playing, and group discussions, participants will learn how to identify and resolve conflicts in the work environment.

## **Target Audience**

This course is designed for senior-level secretarial and administrative support personnel.

*(Continued)*

# **CONFLICT RESOLUTION IN THE WORKPLACE**

**OSI-020**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*2 1/2 days*

## **College Credit Recommendation**

1 semester hour of credit in Business Management in a lower division baccalaureate/associate degree program.

# **CAREER ORIENTATION/IDP WORKSHOP**

**OSI-021**

## **Course Goal**

This course assists new employees in establishing solid foundation for their DOL careers and in planning their career goals. They will conduct interviews with their supervisors and prepare Individual Development Plans to address their training needs and make progress towards their career goals.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify the factors which lead to job and career success
- assess their level of skill and determine areas of needed improvement
- identify some areas of career interest and determine how they can be met by their current jobs
- understand the career paths available within DOL and recognize the procedures used for performance appraisals and promotions
- prepare an Individual Development Plan to improve the skills needed for the current job as well as to build skills for the future.

## **Class Overview**

Through the use of assessment tools, small-group exercises, and out-of-class assignments, participants will understand the role of their current jobs in their overall career plans and design a personal plan for achievement of their career goals. Participants will interview their supervisors to learn more about the supervisor's expectations and to obtain informal feedback on their job performance.

*(Continued)*



# **CAREER ORIENTATION/IDP WORKSHOP**

## **OSI-021**

### **Target Audience**

This course is designed primarily for secretarial and clerical support personnel.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*2 days  
(plus 3 one-hour follow-up sessions  
in small groups held 2, 6, and 12  
weeks after the course)*

# **COMMUNICATIONS I: VOICE AND DICTION**

**OSI-022**

## **Course Goal**

This course helps participants develop the type of clear and articulate speech that is critical to effective oral communication on the job.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify the proper articulation, pronunciation, and grammar of standard American English as used in the workplace
- identify and correct their non-standard speech habits
- develop a plan for continued speech improvement
- recognize and correctly pronounce words which are commonly misused in the workplace.

## **Class Overview**

Participants will use audiotapes, special text materials, and pronunciation exercises to improve their voice production, grammar, articulation, and pronunciation. The class is not designed for persons with speech or hearing disabilities which require medical attention.

## **Target Audience**

This course is designed for employees who wish to improve their ability to speak clearly and correctly.

*(Continued)*

# **COMMUNICATIONS I: VOICE AND DICTION**

**OSI-022**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*40 hours*

# **COMMUNICATIONS II: PERSONAL INTERACTION**

**OSI-023**

## **Course Goal**

This course enhances participants' communications skills and provides them with guidelines for using communications to improve their relationships.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify and practice basic interpersonal communications skills
- identify and deal with barriers to positive work relationships
- use communications skills to facilitate effective relationships
- use effective listening techniques.

## **Class Overview**

This course presents a model for productive human relations. Participants will explore how roles, expectations, and poor communication damage our relationships. Participants will practice some basic communications skills which contribute to smooth working relationships.

## **Target Audience**

This course is primarily designed for intermediate-level secretarial and clerical support personnel.

*(Continued)*

## **COMMUNICATIONS II: PERSONAL INTERACTION**

**OSI-023**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*2 days*

# **COMMUNICATIONS III: PRESENTATION SKILLS**

**OSI-024**

## **Course Goal**

This course is designed to assist senior-level secretaries in developing effective oral presentation skills for the office.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- communicate effectively in office situations
- clarify the main point of a presentation
- organize materials for oral reports, briefings, or presentations
- make effective statements and presentations in group situations.

## **Class Overview**

By using individual and group exercises participants will learn to make brief formal and informal presentations.

## **Target Audience**

This course is designed for senior-level secretarial and administrative support personnel.

*(Continued)*

## **COMMUNICATIONS III: PRESENTATION SKILLS**

**OSI-024**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*2 days*

# **ENGLISH SPEAKERS OF OTHER LANGUAGES (ESOL)**

**OSI-025**

## **Course Goal**

This course provides non-native speakers of English with the opportunity to improve their skills in English to the extent that language is no longer a barrier in the work environment or academic study.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- practice proper pronunciation of words and phrases commonly used in the workplace
- implement grammar, vocabulary, and conversation skills in the context of language functions (introductions, invitations, apologies, requests, etc.)
- recognize and select the correct forms and positions of parts of speech (nouns, adjectives, prepositions, etc.)
- produce correct written and oral English sentences as springboards for guided conversations.

## **Class Overview**

Individualized and small-group instruction will be offered. All participants will be given written and oral pre-tests to determine appropriate level of understanding.

## **Target Audience**

This course is primarily designed for secretarial and clerical support personnel.

*(Continued)*



# **ENGLISH SPEAKERS OF OTHER LANGUAGES (ESOL)**

**OSI-025**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*40 hours/10 weeks per term*

# **INTRODUCTION TO DEPARTMENT OF LABOR PROCEDURES**

**OSI-026**

## **Course Goal**

This 40 hour course provides newly hired clerical/secretarial employees in Grades 1-5 with the fundamental office skills they need in order to function more effectively as DOL office professionals.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- proofread typed materials for basic errors in grammar, punctuation, spelling, capitalization, and formatting
- effectively place, receive, and screen telephone calls and take accurate messages
- perform basic office tasks such as filing, duplicating, processing mail, receiving and referring visitors, properly formatting correspondence, etc.
- maintain their own time and attendance records and assist the office timekeeper if needed
- identify and use basic time management and office organization techniques.

## **Class Overview**

This 40 hour (one week) course provides instruction in the fundamental skills described in the modules below.

**Introduction:** Participants learn about the structure and mission of the Department of Labor.

*(Continued)*

# INTRODUCTION TO DEPARTMENT OF LABOR OFFICE PROCEDURES

OSI-026

Telephone Techniques: Instruction will be provided in telephone techniques for effective, efficient, and positive contacts with the public.

Office Essentials: Instruction will be provided in professional relations, public contact, filing, correspondence procedures, mailing, use of duplicating equipment, and proper office decorum.

Proofreading: Introduction to the fundamentals of proofreading, including formatting, quickly identifying errors in typed copy, grammar, punctuation, capitalization and spelling. New employees will learn to recognize and use some of the most common proofreading marks and desk references.

Time and Attendance: Introduction to the various time and attendance terminology and forms.

Organizing for Work: Instruction in good time management strategies, efficient organization of desk and calendar, and maintaining a bulletin board.

## Target Audience

This course is designed for newly hired secretarial and clerical support personnel in Grades GS 1-5. All new clerical employees are required to complete this essential course within the first year of Entering On Duty (EOD).

NOTE: A self-instructional course may be substituted to meet this requirement where a class is unavailable. Contact a Training Officer for details.

## Prerequisites

There are no prerequisites for this course.

(Continued)

# **INTRODUCTION TO DEPARTMENT OF LABOR OFFICE PROCEDURES**

**OSI-026**

**Duration**

*40 hours/5 days*

## **College Credit Recommendation**

Two semester hours of credit in the Vocational Certification category.

# **MAKING THE MOST OF YOUR DOL CAREER**

**OSI-027**

## **Course Goal**

This seminar assists participants in evaluating their current positions and exploring a variety of options for revitalizing their careers at DOL. Participants will prepare Individual Development Plans to guide their professional training and development.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify sources of personal job satisfaction and challenge
- develop strategies for increasing the level of satisfaction and challenge in their DOL careers
- learn about six major options for career revitalization and identify which of these are most appropriate for themselves
- prepare an Individual Development Plan designed to further their personal and professional growth and development.

## **Class Overview**

Through a variety of individual and small-group exercises, participants will identify their career needs and develop a plan for enhancing their DOL careers. The course includes a planned series of monthly, one-hour, small-group meetings to address specific career issues and concerns raised in the class.

## **Target Audience**

This course is primarily designed for senior-level secretarial and administrative support personnel.

*(Continued)*

## **MAKING THE MOST OF YOUR DOL CAREER**

**OSI-027**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*2 days  
(followed by four, one-hour,  
scheduled small-group sessions)*

### **CEU**

1.5

## **PROOFREADING SKILLS**

### **(Formerly Proofreading II)**

#### **OSI-028**

### **Course Goal**

This course provides the participant with the skills and techniques needed to become an efficient proofreader and a more productive and valuable office worker.

### **Course Objectives**

Upon completion of this seminar, participants will be able to:

- identify errors in typing, spelling, grammar, punctuation, capitalization, format, number expression, word division, and content
- use various techniques that may be applied when proofreading different kinds of materials
- identify and use common proofreading symbols.

### **Class Overview**

This course teaches the participant how to proofread quickly and accurately allowing the participant to improve production and cut operational costs. The skills learned will help the participant prevent embarrassment, misunderstandings, and confusion in the workplace.

### **Target Audience**

This course is primarily designed for secretarial and clerical support personnel GS 1-11.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*2 days*

# **EFFECTIVE GRAMMAR USAGE**

**OSI-029**

## **Course Goal**

This course strengthens participants' knowledge of the essentials of English grammar and composition.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify and correctly use the parts of speech
- apply basic punctuation rules
- construct sentences using phrases and clauses correctly
- increase their basic vocabulary.

## **Class Overview**

This course is designed to review and reinforce English grammar and composition skills. The course features short lectures, exercises, and writing assignments.

## **Target Audience**

This course is primarily designed for secretarial and clerical support personnel.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*2 days*



# **INTRODUCTION TO DEPARTMENT OF LABOR OFFICE PROCEDURES**

## **SELF-STUDY**

**OSI-030**

### **Course Goal**

This course provides newly hired clerical/secretarial employees in Grades GS 1-5 with the fundamental office skills they need in order to function more effectively as DOL office professionals.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- proofread typed materials for basic errors in grammar, punctuation, spelling, capitalization, and formatting
- effectively place, receive, and screen telephone calls and take accurate messages
- perform basic office tasks such as filing, duplicating, processing mail, receiving and referring visitors, properly formatting correspondence, etc.
- maintain their own time and attendance records and assist the office timekeeper if needed
- identify and use basic time management and office organization techniques.

### **Class Overview**

Through a self-study format, this course provides instruction in the fundamental skills described in the modules below.

**Introduction:** Participants learn about the structure and mission of the Department of Labor.

*(Continued)*

# **INTRODUCTION TO DEPARTMENT OF LABOR OFFICE PROCEDURES**

## **SELF-STUDY**

**OSI-030**

Telephone Techniques: Instruction will be provided in telephone techniques for effective, efficient, and positive contacts with the public.

Office Essentials: Instruction will be provided in professional relations, public contact, filing, correspondence procedures, mailing, use of duplicating equipment, and proper office decorum.

Proofreading: Introduction to the fundamentals of proofreading, including formatting, quickly identifying errors in typed copy, grammar, punctuation, capitalization and spelling. New employees will learn to recognize and use some of the most common proofreading marks and desk references.

Time and Attendance: Introduction to time and attendance terminology and forms.

Organizing for Work: Instruction in good time management strategies, efficient organization of desk and calendar, and maintaining a bulletin board.

### **Target Audience**

This course is designed for newly hired secretarial clerical support personnel in Grades GS 1-5 who work in a regional or field office.

Note: This self-instructional course may be substituted for the classroom version of Introduction to DOL Office Procedures where the class is unavailable. Contact Training Officer for details.

### **Prerequisites**

There are no prerequisites for this course.

*(Continued)*

# **INTRODUCTION TO DEPARTMENT OF LABOR OFFICE PROCEDURES**

## **SELF-STUDY**

**OSI-030**

### **Duration**

*Up to three weeks*

### **College Credit Recommendation**

Two semester hours of credit in the Vocational Certification category.

# **STRESS MANAGEMENT**

**OSI-031**

## **Course Goal**

This course teaches participants how to identify the sources of stress and manage stress more effectively.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- recognize the causes and effects of stress in their lives
- evaluate the mechanisms they have developed to manage stress
- plan and implement strategies to "disarm" stressors
- develop concrete action plans to manage stress effectively.

## **Class Overview**

Using short lectures, discussions, and group exercises, this course helps participants understand and manage stress. Participants will develop an action plan to handle the stress in their lives.

## **Target Audience**

This course is designed for senior-level secretarial and support personnel.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*2 days*

# **ACHIEVING YOUR POTENTIAL**

**OSI-032**

## **Course Goal**

This course helps participants develop an understanding of how they can increase their job effectiveness potential.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- communicate in a way that helps them achieve their goals
- delegate effectively
- recognize leadership styles, range, and effectiveness
- manage their own time more effectively
- set goals for achievement.

## **Class Overview**

This course uses short lectures, simulations, and individual and group exercises to teach concrete strategies for achieving personal potential.

## **Target Audience**

This course is designed for intermediate-level secretarial and clerical support personnel.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*2 days*

# **TRAINING OF TRAINERS FOR INTRODUCTION TO DOL OFFICE PROCEDURES**

**OSI-033**

## **Course Goal**

This course provides selected senior-level secretaries with the instruction and practice needed to become classroom trainers for the Introduction to DOL Office Procedures course.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify principles of adult learning and assess individual learning styles
- describe and participate in the experiential learning model
- list and describe the criteria for effective feedback
- practice giving, soliciting, and observing feedback
- identify, observe, and practice group membership functions
- design and facilitate a training session
- critique a training session
- identify the components of a training session
- experience a variety of training methods and tools
- develop strategies for implementation of new learnings from TOT workshop.

*(Continued)*

# **TRAINING OF TRAINERS FOR INTRODUCTION TO DOL OFFICE PROCEDURES**

**OSI-033**

## **Class Overview**

This course provides a model for using the experiential learning mode. Participants will interact with instructor(s) and each other to acquire the training skills, techniques, and tools germane to effective training delivery. This course will use practice and critique methods to develop and improve delivery.

Upon successful completion of the course requirements and practicum, participants will be certified and serve as instructors for the "Introduction to DOL Office Procedures" course.

## **Target Audience**

This course is designed for experienced secretarial and administrative support personnel at GS-6 or above.

## **Prerequisites**

Participants must be nominated by their supervisor, manager, and/or training officer.

## **Duration**

Fifty hours in a one week intensive training program.

# **TELEPHONE TECHNIQUES AND PUBLIC CONTACT**

**OSI-034**

## **Course Goal**

This course increases participants' telephone skills and helps them deal with the public efficiently and courteously.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- complete a standard message form
- describe at least five elements which contribute to effective interpersonal communications
- greet office visitors effectively
- respond to telephone calls courteously.

## **Class Overview**

Through short lectures, exercises, and simulations, participants will discuss and practice skills for dealing with the public effectively and professionally. When the 2 day course is offered, additional time is spent on understanding the communication process and developing clear and articulate speech.

## **Target Audience**

This course is designed for administrative, clerical, and technical staff in Grades GS 1-11.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*1 or 2 days*



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# COMPUTER-ASSISTED LEARNING CENTER (CALC)





## **COMPUTER-ASSISTED LEARNING CENTER (CALC) AND RESOURCE EXCHANGE**

The Computer-Assisted Learning Center (CALC) is a state-of-the-art facility for self-instructed training. Located in the DOL Academy's Training Center, CALC provides a wide variety of computer-based training and related services for department employees. This includes assisting CALC users/participants in the use of hardware and courseware and providing Agency and regional training staffs with information on sources of available training through the operation of TRAINET.

CALC now offers computer-based training in software applications including WordPerfect 5.0, Lotus 1-2-3, R:Base, and dBase IV.

A DL-1-101 (Training Authorization and Evaluation Form) must be completed, signed by the immediate supervisor, and sent to the Agency training office.

Employees interested in computer-assisted training may call or visit the CALC for additional information regarding the courses and scheduling.

CALC is located in FPB, Room C5324 (Seminar Room #7). The telephone number is 523-8755.

The courses listed in this catalog may also be borrowed from the DOL Academy Resource Exchange, unless stated otherwise in the Resource Exchange Guide. The Resource Exchange provides not only these courses, but also a wide variety of educational programs for loan on audiocassette, videocassette, computer disk, and film.

The Resource Exchange is available to all employees including those in Regional, District, or Field Offices in remote locations. The DOL Academy is continually adding to the Resource Exchange in an effort to provide high quality, relevant training resources to DOL Employees.

The Resource Exchange is also located in FPB, Room C5324. If you would like to borrow materials or need further information, call 523-8755.

The DOL Academy has established a Resource Sharing Program whereby Agencies can voluntarily loan (or donate) training materials to the Resource Exchange to make them available to other DOL Agencies and employees.

Under this program the DOL Academy will house and circulate the loaned materials with the understanding that these materials are owned by the loaning Agency and will be returned upon request. Any materials damaged or lost in the loan process will be replaced by the DOL Academy. A written agreement containing these conditions will be provided to each loaning Agency.

If you are interested in participating in this program please contact Anne Bartels, Program Manager of the Resource Exchange at 523-8755. We also encourage Agencies to contact the Resource Exchange prior to purchasing a video or film to see if it is available for loan by the DOL Academy.



# **FIGURING IT OUT: MATHEMATICS FOR BUSINESS**

**CALC-001**

## **Course Goal**

This course builds competency in basic math skills needed in the business environment (e.g., averaging, finding percentages, and solving simple algebraic equations).

## **Course Objectives**

Upon completion of this course, participants will be able to:

- add, subtract, multiply, and divide whole numbers and decimals when calculating expenses and income
- use rounding and estimating skills to facilitate budget planning
- express an expense category (such as overhead) as a fraction of a company's total expenses
- calculate profit and loss
- interpret data represented in bar graphs, line graphs, and pie charts.

## **Class Overview**

This computer-based training course simulates starting a business to develop math skills. Through the program, participants learn to estimate income and expenses, calculate commissions, prepare forecasts, analyze charts and graphs, plan budgets, and develop year-end reports.

*(Continued)*

# **FIGURING IT OUT: MATHEMATICS FOR BUSINESS**

**CALC-001**

## **Target Audience**

The course is designed for DOL clericals, supervisors, managers, and professionals.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*1-2 hours*

# **TYPING INSTRUCTOR**

**CALC-002**

## **Course Goal**

This course develops typing skills on the keyboard and the keypad.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- touch type on the keyboard faster and more accurately
- touch type on the keypad faster and more accurately.

## **Class Overview**

Through a series of simple drills and exercises, participants with no typing skills learn to touch type correctly. Participants who can already type will increase their speed and accuracy. The Sea Adventure Game section of this course is a fun alternative for building speed and accuracy on the keyboard.

## **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals who wish to increase their typing skills.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

10-15 hours to learn keyboard; further time depends on participant needs.



# **TYPING MADE EASY**

**CALC-003**

## **Course Goal**

This course teaches the keyboard to participants and/or improves their typing speed and accuracy.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- master the keyboard
- type faster
- type more accurately.

## **Class Overview**

This computer-based training course teaches the keyboard with simple drills, progressing to more difficult tasks.

## **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*10-15 hours*

# **TYPEQUICK**

## **CALC-004**

### **Course Goal**

This course develops typing skills on the keyboard and the keypad.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- touch type on the keyboard faster and more accurately
- touch type on the keypad faster and more accurately.

### **Class Overview**

Through a series of simple drills and exercises, participants with no typing skills learn to touch type correctly. Participants who can already type will increase their speed and accuracy.

### **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals wishing to increase their typing skills. The course is especially recommended for beginners.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

10-15 hours to learn the keyboard; further time depends on participant needs.

# **TYPING SKILL BUILDER**

**CALC-005**

## **Course Goal**

This course builds typing speed and accuracy.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- type faster
- type more accurately.

## **Class Overview**

This computer-based training course improves typing ability through a series of timed typing drills. The course is especially valuable for people who need practice for a timed typing test.

## **Target Audience**

This course is designed for DOL clerical and support personnel.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*On-going*

# **EDITSCOPE**

**CALC-006**

## **Course Goal**

This course teaches participants the essential mechanics of business writing, editing, and proofreading.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- use the 12 most common punctuation marks correctly
- recognize the difference between proper and improper grammar
- correct improper grammar
- identify and apply basic spelling rules
- use the correct meanings (and pronunciations) of problem words
- use effective guidelines for page layout, format, and paragraphs
- create emphasis and graphic appeal
- recognize and eliminate errors accurately and quickly.

## **Class Overview**

Through a series of lessons and exercises, participants gain a better understanding of writing, editing, and proofreading skills and techniques.

*(Continued)*

## **EDITSCOPE**

**CALC-006**

### **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*Approximately 10 hours*

# **THE WRITE WORDS**

**CALC-007**

## **Course Goal**

This course helps participants develop a concise, straight-forward writing style for business letters.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- clarify the goal(s) of any business letter using three simple classification categories
- reduce wordiness by eliminating common redundancies and awkward expressions
- use words with clear, precise meanings
- eliminate cliches and unnecessary jargon
- write letters in active voice
- choose words that help the reader understand the message quickly and effectively.

## **Class Overview**

This computer-based training course explains what makes a letter clear and brief, what obstacles stand in the way of clarity, and how the obstacles can be removed.

## **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals.

*(Continued)*

## **THE WRITE WORDS**

**CALC-007**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*1 hour*

# **WORDSCOPE**

## **CALC-008**

### **Course Goal**

This course helps participants learn to write clearly, concisely, and effectively.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- eliminate unnecessary words and details
- choose what to include and what to omit
- use varied language to create interest
- use precise language to say what is meant
- use natural, contemporary language
- assemble information in well-planned sequence
- use clear, correct syntax.

### **Class Overview**

This computer-based training program helps participants overcome the barriers to effective written communication.

### **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals.

*(Continued)*



## **WORDSCOPE**

**CALC-008**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*Approximately 10 hours*

# **GETTING IT WRITE: A PROCESS THAT WORKS**

**CALC-009**

## **Course Goal**

This course helps participants write more clearly and communicate more effectively.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- define the main message and purpose of their document
- tailor their writing to their audience
- use free-thinking activities to generate ideas
- organize their ideas into an effective presentation
- write a rough draft using the information they have collected
- revise the draft to ensure that it is unified, readable, and appropriate for the audience.

## **Class Overview**

This computer-based training program presents a three-phase approach to writing: participants will learn how to plan, draft, and revise a document.

## **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals.

*(Continued)*

**GETTING IT WRITE: A PROCESS THAT WORKS**

**CALC-009**

**Prerequisites**

There are no prerequisites for this course.

**Duration**

*1 Hour*

# **SPEED READING...THE COMPUTER COURSE**

## **CALC-010**

### **Course Goal**

This course increases reading speed and efficiency.

### **Course Objective**

Upon completion of this course, participants will be able to:

- read faster
- read more efficiently
- understand the theory and basics of speed reading.

### **Class Overview**

This computer-based training program develops the total reading improvement program through a series of lessons, each of which contains rapid perception drills, accelerated reading tests, practice readings, and a final timed reading.

### **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*4-8 hours*

# **GETTING STARTED WITH PROJECT MANAGEMENT**

**CALC-011**

## **Course Goal**

This course provides participants with a basic understanding of the Program Evaluation and Review Technique (PERT) and the Critical Path Method (CPM).

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify and define the components of a PERT network
- identify PERT events and activities in projects
- analyze and interpret PERT/CPM networks
- construct PERT/CPM networks for projects
- identify the Critical Path in a PERT/CPM network
- determine the earliest time that a project can be completed.

## **Class Overview**

This computer-based training program introduces the fundamentals of PERT/CPM and instructs the user how to construct and use a PERT/CPM network diagram.

## **Target Audience**

This course is designed for DOL supervisors and managers.

*(Continued)*

# **GETTING STARTED WITH PROJECT MANAGEMENT**

**CALC-011**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*1 1/2 hours*

# **HOW TO MEET PROJECT DEADLINES**

**CALC-012**

## **Course Goal**

This course teaches participants to estimate project completion time and determine if a project deadline can be met or if additional time and resources are needed.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- make consistent, realistic estimates of project time requirements
- determine when key project activities should start
- determine which parts of a project need to be closely monitored so that preventative action can be taken.

## **Class Overview**

This computer-based training program presents project planning and scheduling using the Program Evaluation and Review Technique (PERT) and the Critical Path Method (CPM), which are statistical methods based on probability theory.

## **Target Audience**

This course is designed for DOL managers and supervisors

## **Prerequisites**

Before enrolling in this course, it is recommended that participants have completed the Getting Started with Project Management (CALC-011) course.

## **Duration**

*1 1/2 hours*

# **GETTING THE SLACK OUT OF YOUR PROJECT PLANS**

**CALC-013**

## **Course Goal**

This course teaches participants to use the Program Evaluation and Review Technique (PERT) and the Critical Path Method (CPM), project management techniques to replan a project so that seemingly impossible deadlines can be met.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- determine how much spare time is available on a project, or how late it will be
- identify events that will delay a project and events that may provide opportunities for catching up
- replan a project so that a seemingly impossible deadline can be met.

## **Class Overview**

This computer-based training program presents the concept of slack time and methods for calculating and preventing project slack time. Participants will learn seven ways to speed up a project when analysis of slack time shows that time is tight or that the project will be late unless the project is replanned.

## **Target Audience**

This course is designed for DOL supervisors and managers.

*(Continued)*



# **GETTING THE SLACK OUT OF YOUR PROJECT PLANS**

**CALC-013**

## **Prerequisites**

Before enrolling in this course, it is recommended that participants complete the Getting Started with Project Management (CALC-011) course AND the How to Meet Project Deadlines (CALC-012) course.

## **Duration**

*1 1/2 - 2 hours*

# **THE MANAGEMENT ADVANTAGE**

## **CALC-014**

### **Course Goal**

This course helps participants clarify management tasks and formulate action steps.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- use Management Advantage software to outline management action steps
- apply the course's management models
- conduct detailed analyses of their particular management problems
- produce a summary print-out (with an action plan) at the end of a consultation session.

### **Class Overview**

This computer-based training program acts as the participant's "expert consultant" for solving management problems and the tasks associated with them. Through questions asked by the computer program, participants develop an action plan to address the problem. Key management topics covered are motivation, delegation, productivity, interviewing, and employee relations.

### **Target Audience**

This course is designed for DOL supervisors and managers.

*(Continued)*

## **THE MANAGEMENT ADVANTAGE**

**CALC-014**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*On-going*

# **THE ART OF NEGOTIATING**

**CALC-015**

## **Course Goal**

This course prepares participants for skilled negotiating.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- become better prepared, more confident, and more successful negotiators
- solve people problems
- gain insight into opposing positions and needs (thus making it easier to understand, predict, and respond to other negotiators)
- train others to negotiate skillfully while working on an actual negotiation
- make their negotiating team work more effectively by preparing a base of knowledge from which each member can work
- develop new alternatives for a successful outcome (instead of relying on making concessions)
- achieve the deserved confidence of a skilled negotiator.

## **Class Overview**

This computer-based training program asks questions, records answers, makes connections, and prints reports that allow participants to use their intelligence and creativity to gain a new perspective on any negotiation they face.

*(Continued)*

# **THE ART OF NEGOTIATING**

**CALC-015**

## **Target Audience**

This course is designed for DOL supervisors, managers, and professionals.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*On-going*

# **ACHIEVING FINANCIAL FITNESS**

## **CALC-016**

### **Course Goal**

This course provides participants with practical knowledge of personal money management.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the importance of managing money
- set financial goals
- organize financial records
- prepare a Net Worth Statement to determine current financial status
- understand why a budget is important and develop their own budgets
- prepare for the ever-increasing demands of living on a fixed income during retirement
- analyze income from three viewpoints (assets, insurance plans, and retirement programs)
- understand why women must take responsibility for their own financial management (and how to do it)
- understand the key concepts pertaining to wills.

*(Continued)*

# **ACHIEVING FINANCIAL FITNESS**

## **CALC-016**

### **Class Overview**

Using a computer-based training program, participants will learn how to manage debt, improve credit standing, and evaluate retirement and insurance needs.

### **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*Approximately 8 hours*

# **AN ORIGINAL 171**

## **CALC-017**

### **Course Goal**

This computer program enables the participant to develop an effective SF-171 (Application for Federal Employment).

### **Course Objectives**

Upon completion of this program, participants will be able to:

- develop multiple SF-171s with as many additional experience pages as required
- tailor their SF-171s with minimal effort
- save the information on a disk.

### **Class Overview**

This computer-based training program helps participants complete a SF-171. The finished copies can be used to update their Official Personnel Folder or apply for vacant positions.

### **Target Audience**

This course is designed for any employee who needs a completed SF-171.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*1-2 hours*



# **CAREERPOINT**

## **CALC-018**

### **Course Goal**

This course enables participants to take an active role in planning their own careers.

### **Course Objectives**

- Upon completion of this course, participants will be able to:
- understand the career development process
- evaluate their strengths and preferences
- set career goals for themselves
- develop specific career development plans
- determine possible careers to pursue.

### **Class Overview**

Through a series of self assessments, position data searches, and informational segments, participants will be able to develop their career paths.

### **Target Audience**

This course is designed for anyone with the desire to make a career change or develop a career path.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*3-6 hours*

# **SUDDEN TYPE**

## **CALC-019**

### **Course Goal**

This course develops typing skills on the keyboard using a logical step-by-step approach.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- master the keyboard
- type faster
- type more accurately.

### **Class Overview**

This computer-based training course teaches the basic keyboard using a series of practice paragraphs and tests designed to assist participants in building speed and accuracy.

### **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals who wish to increase their typing skills.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*5 hours*

# **LOTUS 1-2-3 INTRODUCTION**

**CALC-020**

## **Course Goal**

This course enables new users to learn the major features of the Lotus 1-2-3 spreadsheet.

## **Course Objective**

Upon completion of this course, participants will be able to:

- create a simple spreadsheet by entering labels, values, and formulas to perform calculations
- save a spreadsheet to disk
- print a spreadsheet
- edit a spreadsheet by manipulating numbers, values, and/or formulas
- copy and replicate formulas to be applied to other locations on a spreadsheet.

## **Class Overview**

Through hands-on activities, participants will apply Lotus 1-2-3 spreadsheet features. Lotus 1-2-3 is extremely useful for personnel performing statistical analysis, financial modeling, budget preparation and maintenance, and economic forecasting.

## **Target Audience**

All DOL employees who could more effectively manage or perform their responsibilities through the use of a microcomputer spreadsheet program.

*(Continued)*

## **LOTUS 1-2-3 INTRODUCTION**

**CALC-020**

### **Prerequisites**

Before enrolling, it is recommended that participants have an understanding of the operation of a microcomputer using DOS.

### **Duration**

*4-5 hours*

# **ADVANCED TRAINING FOR LOTUS 1-2-3**

## **CALC-021**

### **Course Goal**

The course enables participants to manipulate the more advanced spreadsheet and macro features available in Lotus 1-2-3.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the range of Lotus 1-2-3 software capabilities
- use Lotus 1-2-3 as a text processor, database manager and graphics system
- understand the applications for macros in Lotus spreadsheets
- build Lotus macros
- print and document macros
- understand the programming capabilities of Lotus 1-2-3.

### **Class Overview**

Through hands-on exercises, this course will familiarize users with the more advanced spreadsheet features including graphics and macros.

### **Target Audience**

This course is designed for individuals with spreadsheet experience who have a continuing need to create more advanced, complex spreadsheets using the macro and graphic features.

*(Continued)*

## **ADVANCED TRAINING FOR LOTUS 1-2-3**

### **CALC-021**

#### **Prerequisites**

Before enrolling in this course, it is recommended that participants have completed the Lotus 1-2-3 Introduction course (CALC-020).

#### **Duration**

*4 hours*

# **INTRODUCTION TO WORDPERFECT 5.0**

## **CALC-022**

### **Course Goal**

This course teaches basic preparation of WordPerfect 5.0 documents to people at any skill level in wordprocessing.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- create, name, save, and retrieve files
- format documents to provide desired spacing, tabs, page breaks, and margins
- edit documents by inserting, deleting, copying, and/or moving text
- emphasize text with bold and underline features
- spell check documents
- print documents.

### **Class Overview**

Through hands-on activities, the course provides new users with the basic skills needed to produce, edit, and print a wordprocessing document. Participants will also be introduced to the spell checking features contained in WordPerfect 5.0.

### **Target Audience**

This course is designed for clerical and professional employees who require a basic knowledge of the capabilities of WordPerfect 5.0.

*(Continued)*

# **INTRODUCTION TO WORDPERFECT 5.0**

**CALC-022**

## **Prerequisites**

Before enrolling, it is recommended that participants have an understanding of the operation of a microcomputer using DOS.

## **Duration**

*4-5 hours*



# **ADVANCED TRAINING FOR WORDPERFECT 5.0**

**CALC-023**

## **Course Goal**

This course teaches participants the more advanced features of Wordperfect 5.0.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- use the Reveal Codes feature
- create columns
- use search and replace
- create a merge letter
- create headers and footers
- use automatic referencing
- create a Table of Contents
- use macros
- create an address list.

## **Class Overview**

This computer-based training program assists users in learning to use the more advanced features of WordPerfect 5.0.

## **Target Audience**

This course is designed for employees who must create, edit, and print documents using the advanced features of WordPerfect 5.0.

*(Continued)*

## **ADVANCED TRAINING FOR WORDPERFECT 5.0**

**CALC-023**

### **Prerequisites**

Before enrolling in this course, it is recommended that participants have completed the Introduction to WordPerfect 5.0 course (CALC-022).

### **Duration**

*4 hours*

# **LOCAL AREA NETWORKS**

**CALC-024**

## **Course Goal**

This program will help participants acquire a thorough understanding of Local Area Networks (LANs).

## **Course Objectives**

Upon completion of this course, participants will be able to:

- describe a LAN and its basic components
- explain which resources can be shared
- list the benefits of a LAN
- describe the features and functions of network software
- list the responsibilities of a LAN administrator
- plan for the installation of a LAN
- describe the application and benefits of telecommunications.

## **Class Overview**

This program provides a thorough understanding of a LAN, including servers, workstations, managing and setting up a network. There is also a special section on the more technical concepts, devices, and connections used for data communications.

## **Target Audience**

This course is designed for anyone using, overseeing, or installing a LAN.

*(Continued)*

# **LOCAL AREA NETWORKS**

**CALC-024**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*6-8 hours*

# **THE PC IN PLAIN ENGLISH**

**CALC-025**

## **Course Goal**

This program helps participants understand how the personal computer (PC) works and how it can help them do their job more effectively and efficiently.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- define basic computer terminology
- explain how a computer works
- list the functions and important features of the different types of hardware devices
- explain how software works
- describe how data files are organized.

## **Class Overview**

This computer-based training program simulates the role of the owner of a successful small business. Step-by-step, participants will be introduced to the concepts and terms that will help decide which computer hardware and software will best help the company handle its rapidly expanding workload.

## **Target Audience**

This course is designed for participants who need to be aware of basic computer terminology.

*(Continued)*

## **THE PC IN PLAIN ENGLISH**

**CALC-025**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*1-2 hours*

# **SMART TOOLS I: AN INTRODUCTION TO WORDPROCESSING**

**CALC-026**

## **Course Goal**

This lesson demonstrates the principal features and capabilities of any wordprocessing software.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify tasks that wordprocessing programs can perform
- define key wordprocessing terms
- perform simple operations common to most wordprocessing programs.

## **Class Overview**

This computer-based training program simulates the role of a manager of a United Way campaign for an organization. As the participant proceeds through the lesson, he/she will use a simulated wordprocessor to revise last year's campaign kick-off letter to employees. Participants will see exactly how wordprocessing programs can make their work easier, neater, and more efficient.

## **Target Audiences**

This course is designed for anyone who is unfamiliar with the capabilities of a wordprocessing program.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*1-2 hours*

# **SMART TOOLS II: AN INTRODUCTION TO DATABASES**

**CALC-027**

## **Course Goal**

This lesson demonstrates the principal features and capabilities of database management software.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify tasks that database management software can perform
- define key database management terms
- perform simple operations common to most database management products.

## **Class Overview**

This computer-based training program simulates the role of a manager of a United Way campaign for an organization. As the participant proceeds through the lesson, he/she will use a simulated database management program to keep records of pledges from employees. Participants will set up a database and see how easily information can be added to it and revised.

## **Target Audience**

This course is designed for anyone who is unfamiliar with capabilities of a database management program.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*1-2 hours*



# **SMART TOOLS III: AN INTRODUCTION TO SPREADSHEETS**

**CALC-028**

## **Course Goal**

This lesson demonstrates the principal features and capabilities of spreadsheet programs.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify tasks that spreadsheet software can perform
- define key spreadsheet terms
- perform simple operations common to most electronic spreadsheet products.

## **Class Overview**

This computer-based training program simulates the role of a manager of a United Way campaign in an organization. As the participant proceeds throughout the lesson, he/she will use a simulated spreadsheet program to track the progress of employee contributions. The electronic spreadsheet will automatically calculate running totals and the percentage of goal reached for each department following totals and the percentage of goal reached for each department following instructions the participant gives the program.

## **Target Audiences**

This course is designed for anyone who is unfamiliar with the capabilities of a spreadsheet program.

*(Continued)*

## **SMART TOOLS III: AN INTRODUCTION TO SPREADSHEETS**

**CALC-028**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*1-2 hours*

# **SMART TOOLS IV: INTRODUCTION TO TELECOMMUNICATIONS**

**CALC-029**

## **Course Goal**

This lesson explains what a telecommunications system can do, and how it can improve the efficiency and effectiveness of an organization.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- define key telecommunications terms
- identify and describe the special pieces of hardware necessary to run a telecommunications program
- perform simple operations common to most telecommunications software.

## **Class Overview**

This computer-based training program explains how hundreds of businesses already use telecommunications to put the right information in the right hands at the right time. It shows how, by giving managers easy access to the latest information, telecommunications enables them to plan more accurately and control their operations more efficiently. It also shows how, by enabling employees to distribute electronic memos with the touch of a button, it encourages better and more frequent communication.

## **Target Audience**

This course is designed for anyone who is unfamiliar with the capabilities of a telecommunications system.

## **Duration**

*1-2 hours*

# **IMPROVING EMPLOYEE PERFORMANCE PART I**

**CALC-030 pt 1**

## **Course Goal**

This course helps participants to identify goals that are measurable and unambiguous and to prepare for performance reviews.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify the importance of developing employee goals that clarify expectations
- write a performance goal
- identify their own biases about employees and identify ways to overcome them
- explain the five steps for conducting a performance review.

## **Class Overview**

This computer-based training program explains the importance of the performance management process and how it encourages employees to accept more responsibility for their work. The process enables a manager to measure employee performance accurately and fairly. The process not only helps improve employee performance but maintains performance at a high level, resulting in long-term benefit for both the company and the employee.

## **Target Audience**

This course is designed for DOL supervisors and managers.

*(Continued)*

# **IMPROVING EMPLOYEE PERFORMANCE PART I**

**CALC-030 pt 1**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*3-4 hours*

# **IMPROVING EMPLOYEE PERFORMANCE PART II**

**CALC-030 pt 2**

## **Course Goal**

This course helps participants gain a more complete understanding of the elements of performance management and how these elements work together to help improve and maintain employee performance.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- create an action plan for improving or maintaining performance
- identify options for following through after performance reviews.

## **Class Overview**

This computer-based training program explains the importance of the performance management process and how it encourages employees to accept more responsibility for their work. The process enables a manager to measure employee performance accurately and fairly. The process not only helps improve employee performance but maintains performance at a high level, resulting in long-term benefit for both the company and the employee.

## **Target Audience**

This course is designed for DOL supervisors and managers.

*(Continued)*

# **IMPROVING EMPLOYEE PERFORMANCE PART II**

**CALC-030 pt 2**

## **Prerequisites**

Before enrolling, it is recommended that participants have completed the Improving Employee Performance, Part I (CALC-030 pt 1) course.

## **Duration**

*3-4 hours*

# **WORDPERFECT 5.0 QUICK COURSE**

## **CALC-031**

### **Course Goal**

This course covers the basics of WordPerfect 5.0 word processing software in one hour or less.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- get started in WordPerfect 5.0
- create a document and save it
- make corrections and revisions in a document
- print a document
- use the spell check features of WordPerfect 5.0.

### **Class Overview**

This course covers the essential functions of WordPerfect 5.0. Using realistic simulations of WordPerfect 5.0 menus and commands, it offers practice in producing documents with WordPerfect 5.0.

### **Target Audience**

This course is designed for anyone who wants to quickly learn the basics of WordPerfect 5.0.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*1 hour*



# **INTRODUCING R:BASE SYSTEM V**

**CALC-032**

## **Course Goal**

This course enables new users to learn the major features of R:Base System V.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify the key characteristics of a relational database
- create a database
- create forms and load data into a database
- establish rules for data entry
- view database contents and perform queries
- modify data
- create, modify, and run reports
- put together an application using menus.

## **Class Overview**

This course teaches the use of R:Base System V. The program uses realistic business case studies, as well as precise simulations of key R:Base menus and commands, to illustrate step-by-step development of R:Base applications.

## **Target Audience**

This course is designed for anyone who needs to create and manipulate a database using R:Base System V.

*(Continued)*

## **INTRODUCING R:BASE SYSTEM V**

**CALC-032**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*3-4 hours*

# **INDIVIDUAL TRAINING FOR PROJECT MANAGEMENT**

**CALC-033**

## **Course Goal**

This course teaches the most commonly used project management techniques of CPM, PERT, and GANTT charts.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify and define the components of a PERT network
- identify PERT events and activities in projects
- analyze and interpret PERT/CPM network
- construct PERT/CPM networks for projects
- use a GANTT chart for projects
- identify the Critical Path in PERT/CPM network.

## **Class Overview**

This computer-based training program provides a comprehensive introduction to project management techniques and concepts. It includes essential information for managing projects using a microcomputer while teaching project management techniques of CPM, PERT, and GANTT charts.

## **Target Audience**

This course is designed for DOL supervisors and managers.

*(Continued)*

# **INDIVIDUAL TRAINING FOR PROJECT MANAGEMENT**

**CALC-033**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*4-5 hours*

# **TEACH YOURSELF R:BASE FOR DOS**

**CALC-034**

## **Course Goal**

This course will help participants learn the intermediate and advanced operations for managing data with R:Base.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- create and modify a database
- create effective R:Base applications
- create advanced reports and advanced forms
- create a menu program
- use the R:Base command mode at the R prompt.

## **Class Overview**

This computer-based training program teaches the user the intermediate and advanced features of R:Base for DOS. This interactive course walks the participant through the steps to create mailing labels, to work with multiple tables, to create a menu program, and to use the R:Base command mode.

## **Target Audience**

This course is designed for anyone who needs to create or manipulate database using the advanced features of R:Base.

*(Continued)*

# **TEACH YOURSELF R:BASE FOR DOS**

**CALC-034**

## **Prerequisites**

Before enrolling in this course, it is recommended that the participant complete an introductory course for R:Base.

## **Duration**

*4-5 hours*

# **TEACH YOURSELF LOTUS 1-2-3**

## **CALC-035**

### **Course Goal**

This course is designed to teach the major features of Lotus 1-2-3 to both novice and advanced user.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- create and save a spreadsheet
- copy and name ranges
- print a spreadsheet
- use Lotus 1-2-3 as a database
- transform the database into a spreadsheet
- perform "what-if" analysis
- graph results and prepare a cover memo to accompany the results.

### **Class Overview**

This interactive course teaches participants to load and operate Lotus 1-2-3. It also provides instructions on creating a database within the Lotus 1-2-3 software.

### **Target Audience**

This course is designed for anyone who needs, not only to create spreadsheets, but to create and manipulate a database using Lotus 1-2-3.

*(Continued)*

## **TEACH YOURSELF LOTUS 1-2-3**

**CALC-035**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*6-8 hours*



# **ASSESSING PERSONAL MANAGEMENT SKILLS**

## **CALC-036**

### **Course Goal**

This program is designed to assess the participant's personal management skills.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- evaluate how well they manage people to achieve results
- evaluate how well they set goals and objectives
- evaluate how well they organize work and review performance
- evaluate how efficiently they organize time and manage stress
- evaluate how effectively they conduct meetings and solve problems.

### **Class Overview**

This program assesses personal management skills. The assessment is divided into three units:

1. managing people to achieve results
2. applying management methods
3. increasing your own effectiveness.

Assessments are preceded by brief explanations of basic management concepts. There are worksheets to record results and interpret what they mean. At the end of each unit the participant is asked to develop an action plan designed to focus on ways to meet his/her training needs.

*(Continued)*

# **ASSESSING PERSONAL MANAGEMENT SKILLS**

**CALC-036**

## **Target Audience**

This program is designed for DOL supervisors and managers.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*3-4 hours*

# **EVALUATING ORGANIZATIONAL EFFECTIVENESS**

**CALC-037**

## **Course Goal**

This program allows selected members of a manager's organization to assess three areas that affect organizational effectiveness.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- increase their awareness of top management's priorities for productivity
- increase their awareness of the extent to which certain cultural dimensions exist in their organization
- increase their awareness of supervisors and employees perceptions of organizational climate
- exchange ideas for improving organizational effectiveness with associates
- develop a plan for improving organizational effectiveness.

## **Class Overview**

This computer-based training program has four units:

1. Introduction
2. Setting Priorities for Productivity
3. Defining Organizational Culture
4. Defining Organizational Climate.

*(Continued)*

## **EVALUATING ORGANIZATIONAL EFFECTIVENESS**

**CALC-037**

Key people on the participant's management team will rank priorities for increasing productivity. Middle managers will assess how well the organization's culture is defined and first-line supervisors and staff will assess the organization's climate. At the end of the course each participant develops an action plan to increase organizational effectiveness.

### **Target Audience**

This course is designed for DOL supervisors and managers.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*3-4 hours*

# **UNDERSTANDING PERSONAL INTERACTION STYLES**

**CALC-038**

## **Course Goal**

This course is designed to increase the participant's awareness of his/her style and preferences for interacting with others while processing information.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- increase their awareness of their personal disposition and of the dispositions of those with whom they work
- increase their awareness of their interpersonal style and of the styles of those with whom they work
- increase their awareness of their style and preferences for communications as well as preferences for interacting with supervisors, associates, and subordinates and the styles and preferences of those with whom they work.
- understand the importance of adapting their style to the styles of those with whom they work and to the demands of the situation
- understand how to relate more effectively to those with whom they work.

## **Class Overview**

This program has two units:

1. Taking the assessment. Taking the assessment measures personal style and preferences for interacting with others while processing information.

*(Continued)*

# **UNDERSTANDING PERSONAL INTERACTION STYLES**

**CALC-038**

2. Analyzing the assessment. Analyzing the assessment allows individuals to work together in twos, threes, or fours to interpret how individual styles and preferences affect the interactions of group members.

## **Target Audience**

This course is designed for DOL supervisors and managers.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*3-4 hours*

# **LEADING EFFECTIVELY**

**CALC-039**

## **Course Goal**

This program is designed to help participants improve their effectiveness as a leader.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify characteristics of effective leaders
- understand the role of formal authority and influence in leadership and select appropriate sources of influence to lead other people
- use a model for leadership to examine style, situation, and strategy
- understand their own strengths and opportunities for improvement
- develop an action plan that builds on strengths and compensates for weaknesses.

## **Class Overview**

This program defines leadership and shows how leadership power derives from formal authority and influence. It gives the participants an opportunity to assess their own management behavior.

## **Target Audience**

This course is designed for DOL supervisors and managers.

*(Continued)*

# **LEADING EFFECTIVELY**

**CALC-039**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*4 hours*



# **MOTIVATING TO ACHIEVE RESULTS**

**CALC-040**

## **Course Goal**

This course is designed to increase the participant's understanding of motivation and its effect on employee performance.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand how needs affect employee motivation on the job
- understand the importance of internal and external rewards to motivation
- understand ways to positively influence the motivation of employees
- develop ways to meet the needs of employees
- plan feedback to positively influence employee motivation
- apply what is learned to a specific motivation problem faced by the participant

## **Class Overview**

In this course participants evaluate typical work situations in order to assess how they, as managers, handle employee motivation. Categories of human need which influence employee motivation are identified. The participants also examine the motivation model, analyze how to improve motivation, and develop an action plan to respond to their findings.

## **Target Audience**

This course is designed for DOL supervisors and managers.

*(Continued)*

# **MOTIVATING TO ACHIEVE RESULTS**

**CALC-040**

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*4 hours*

# **DEFINING GOALS AND OBJECTIVES**

**CALC-041**

## **Course Goal**

This course is designed to help managers define goals and objectives for themselves, their work groups, and individuals within the work group.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the rationale for defining goals and objectives
- perceive how their attitudes affect the process of setting goals and objectives
- write clear and specific goals and objectives for their area of the organization
- develop specific measures for the objectives identified
- understand how to use objectives and measures in individual performance appraisals.

## **Class Overview**

This computer-based training program describes a process for identifying goals and objectives. There is also a simulation which helps the participants understand the importance of setting goals and objectives for their employees by asking the participants to complete a series of tasks where they have differing understandings of what is expected of them.

## **Target Audience**

This course is designed for DOL supervisors and managers.

*(Continued)*

## **DEFINING GOALS AND OBJECTIVES**

**CALC-041**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*4 hours*

# **IMPROVING EMPLOYEE PERFORMANCE**

**CALC-042**

## **Course Goal**

This course is designed to help participants identify, analyze, and solve performance problems.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand various approaches to improving employee performance
- describe a performance problem
- use an orderly step-by-step process to solve a performance problem
- consider alternative ways for solving performance problems
- discuss performance problems with employees
- improve individual performance.

## **Class Overview**

This computer-based training program helps participants identify factors affecting individual performance, analyze alternatives, and then choose those approaches most appropriate to the situation. This program also discusses the importance of coaching and constructive feedback in the process of improving employee performance.

## **Target Audience**

This course is designed for DOL supervisors and managers.

*(Continued)*

## **IMPROVING EMPLOYEE PERFORMANCE**

**CALC-042**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*4 hours*

# **PERFORMANCE APPRAISAL**

**CALC-043**

## **Course Goal**

This course is designed to assist managers to improve employee performance and, ultimately, organizational performance and productivity through effective performance appraisals.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the steps in the performance appraisal process
- write and implement performance objectives
- develop techniques to monitor and document employee performance
- analyze the organization's performance appraisal process
- administer performance appraisal discussions comparing work results with objectives
- plan follow-up activities to help employees achieve future objectives.

## **Class Overview**

This program helps the participants assess how they conduct performance appraisals. On the basis of these assessments, participants create an action plan for improving the performance appraisal process. It also helps participants prepare for a performance appraisal discussion and plan follow-up activities to help the employee achieve future objectives.

*(Continued)*

# **PERFORMANCE APPRAISAL**

**CALC-043**

## **Target Audience**

This course is designed for DOL supervisors and managers.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*4 hours*



# **MANAGING TIME EFFECTIVELY**

**CALC-044**

## **Course Goal**

This program helps participants improve their management of time.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the importance of managing their time
- identify ways to improve their time management
- keep a time log
- develop a specific plan to manage their time effectively.

## **Class Overview**

This computer-based training program deals with time management for individual managers. Time management problems are presented, followed by a self-assessment. Participants are shown how to set priorities, keep a time log, and plan how to use their time more effectively.

## **Target Audience**

This course is designed for DOL supervisors and managers.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*3 hours*

# **CONDUCTING SUCCESSFUL MEETINGS**

**CALC-045**

## **Course Goal**

This course will help participants and their work groups conduct more successful meetings.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify the elements of a successful meeting
- decide when and when not to call a meeting
- follow a procedure for planning and conducting meetings
- understand how the roles people play at meetings can facilitate or impede their success.

## **Class Overview**

This computer-based training program has five units:

1. elements of successful meetings
2. roles people play
3. planning a successful meeting
4. keeping meetings on track
5. improving meetings.

*(Continued)*

# **CONDUCTING SUCCESSFUL MEETINGS**

## **CALC-045**

The first four units help participants understand how to conduct meetings more successfully. The fifth unit allows a work group to assess a recent meeting and provides a structure to help the work group plan more successful meetings.

### **Target Audience**

This course is designed for DOL supervisors and managers.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*4 hours*

# **MANAGING BY EXCEPTION**

**CALC-046**

## **Course Goal**

This course enables participants to understand and implement the concepts of management by exception.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the process of managing by exception
- understand how managing by exception can enhance an organization's effectiveness and efficiency.

## **Class Overview**

By examining a case study, participants learn to plan and set objectives which are instrumental in implementing the process of management by exception. The course includes a problem-solving and a follow-up unit.

## **Target Audience**

This course is designed for DOL managers and professionals.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*4 hours*

# **MANAGING STRESS**

**CALC-047**

## **Course Goal**

This course enables participants to understand stress, its causes and effects, and how to control it.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- recognize stress in their lives
- determine how stress affects behavior and performance
- respond to stress positively in their personal life
- modify the work environment for the work group during a feedback session.

## **Class Overview**

Through assessments, participants determine their personality type in response to stress levels. Suggestions are given to help reduce and cope with stress at work and at home.

## **Target Audience**

This course is designed for DOL managers and professionals.

*(Continued)*

## **MANAGING STRESS**

**CALC-047**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*4 hours*

# **CAREER PLANNING**

**CALC-048**

## **Course Goal**

This course helps participants plan for life and/or career changes by assessing their past, present, and future.

## **Course Objective**

Upon completion of this course, participants will be able to:

- choose experiences which reflect their values
- recognize resources for change in terms of skills and experiences
- choose learning experiences which reflect their learning style
- develop a comprehensive plan of action
- consider a variety of strategies when looking for a job
- write effective job resumes and cover letters
- prepare for a job interview.

## **Class Overview**

Through self-assessments and planning, participants will be prepared to take control of their career planning.

*(Continued)*

## **CAREER PLANNING**

**CALC-048**

### **Target Audience**

This course is designed for DOL managers and supervisors.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*4 hours*



# **MANAGEMENT PERFORMANCE**

**CALC-049**

## **Course Goal**

This course is designed to improve managerial performance.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- identify and become familiar with basic managerial skills
- understand a model of managerial style
- recognize elements of the managerial situation
- recognize elements of different managerial styles
- identify strategies for managing people and situations
- identify areas of your managerial style that need strengthening
- develop a plan of action for strengthening your managerial skills.

## **Class Overview**

Drawing on familiar examples and on case studies, this program interactively presents techniques for analyzing and improving the participant's managerial performance.

*(Continued)*

# **MANAGEMENT PERFORMANCE**

**CALC-049**

## **Target Audience**

This course is designed for DOL managers and professionals.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*2 hours*

# **PROFESSOR DOS WITH SMART GUIDE TO DOS**

**CALC-050**

## **Course Goal**

This course enables participants to become more competent and efficient in the use of the PC through understanding the Disk Operating System (DOS).

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the uses of DOS
- create batch files and commands
- work on a hard disk
- use DOS tools.

## **Class Overview**

Through explanations in plain English and real business simulations, participants master the commands and concepts of the Disk Operating System (DOS).

## **Target Audience**

The course is designed for all DOL clerical supervisors, managers, and professionals.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*8 hours*

# **READABILITY PROGRAM FOR THE IBM PC, XT, AND AT**

**CALC-051**

## **Course Goal**

This course provides participants with ideas on how to write by measuring the factors that affect readability.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the importance of readability in writing
- measure readability
- improve writing skills.

## **Class Overview**

Through analysis of a writing sample, the participant is able to write by measuring factors that affect readability.

## **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals.

## **Prerequisites**

Before using this program, participants must have a writing sample stored in an ASCII format on a floppy disk.

## **Duration**

*On-going*

# **d:BASE IV: MASTERING THE CONTROL CENTER**

**CALC-052**

## **Course Goal**

This course enables participants to master the powerful d:Base IV database management software.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- design a database
- modify a database
- enter, edit, and peruse data
- design and produce forms
- perform queries
- prepare clear management reports
- design and print labels for specialized mailings
- improve productivity with time saving commands, tools, and utilities.

## **Class Overview**

Through interaction with realistic simulations of d:base IV, this computer-based training program enables the participant to become functional in the use of d:Base IV application software.

*(Continued)*

## **d:BASE IV: MASTERING THE CONTROL CENTER**

**CALC-052**

### **Target Audience**

This course is designed for DOL clericals, supervisors, managers, and professionals.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*6-10 hours*

# **FACE TO FACE**

## **CALC-053**

### **Course Goal**

This course prepares participants to interview effectively.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- prepare for an interview
- understand the importance of listening and observing when interviewing
- understand the importance of building rapport
- understand the difference between recruitment interviewing and grievance and disciplinary interviewing and the different preparations that are necessary to conduct each type of interview
- prepare the necessary follow-up to each interview.

### **Class Overview**

This interactive-video course comprises three modules covering essential interviewing skills, recruitment interviewing, and grievance and disciplinary interviewing. Each module is self-contained and users quickly access the training material that is most useful to them.

*(Continued)*

## **FACE TO FACE**

### **CALC-053**

#### **Target Audience**

This course is designed for DOL professionals, supervisors, and managers.

#### **Prerequisites**

There are no prerequisites for this course.

#### **Duration**

*3-5 hours*



# **GRAMMATIK III**

**CALC-054**

## **Course Goal**

This course enables participants to analyze sentences, readability and style, check spelling and proofread their written material.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the importance of readability in writing
- measure readability
- improve writing skills.

## **Class Overview**

Through an analysis of a writing sample, participants are able to improve their writing and increase their productivity.

## **Target Audience**

This course is designed for DOL clericals, supervisors, managers and professionals.

## **Prerequisites**

Before using this program, participants must have a writing sample stored in an ASCII format on a floppy disk.

## **Duration**

*on-going*

# **BASIC MATH COMPETENCY SKILL BUILDING**

## **CALC-055**

### **Course Goal**

This course is designed to teach students how to perform the basic mathematical operations: addition, subtraction, multiplication and division.

### **Course Objectives**

Upon completion of this course, participants will be able to:

- add, subtract, multiply and divide whole numbers of any length
- use carrying in addition problems
- use borrowing (regrouping) in subtraction problems
- identify the numerator and the denominator
- find the Least Common Denominator and convert the numerators
- add, subtract, multiply and divide fractions and mixed numbers
- add, subtract, multiply and divide decimals
- read a bar graph
- find the mean of a given set of numbers
- find the median of a set of numbers
- find the mode of a set of numbers
- convert percents to fractions and vice versa
- cross multiply to find an unknown portion of a proportion.

*(Continued)*

# **BASIC MATH COMPETENCY SKILL BUILDING**

**CALC-055**

## **Class Overview**

Through a tutorial-and-practice learning system, the student is shown how to add, subtract, multiply and divide whole numbers, fractions and decimals.

## **Target Audience**

This course is designed for employees who would like to improve their basic math skills.

## **Prerequisites**

The student should be familiar with the basic arithmetic tables.

## **Duration**

*8-10 hours*

# **LEARNING STYLES INVENTORY**

**CALC-056**

## **Course Goal**

This course is designed to assess a student's preferred method or style of receiving and expressing information.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- determine what their learning style is
- understand how their learning style affects the way they learn.

## **Class Overview**

Through the inventory comprised of 45 items in statement form, the participant's responses are tabulated resulting in a graph of their learning style preferences.

## **Target Audience**

Employees who are interested in finding out about their learning style preferences.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*2 hours*

# **INTRODUCING WORDPERFECT 5**

**CALC-057**

## **Course Goal**

This course is designed to teach the basic functions of WordPerfect 5.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- create and revise letters, memos, reports and other office documents
- format and print documents
- use the most important WP5 menus and features.

## **Class Overview**

Through hands-on activities, this course provides new users with the basic skill needed to produce, edit and print a document.

## **Target Audience**

This course is designed for clerical and professional employees who require a basic knowledge of the capabilities of WordPerfect 5.

## **Prerequisites**

Before enrolling, it is recommended that participants have an understanding of the operation of a microcomputer using DOS.

## **Duration**

*6-8 hours*

# **INTRODUCING WORDPERFECT 5: ADVANCED**

**CALC-058**

## **Course Goal**

This course teaches participants the more advanced features of WordPerfect 5.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- use advanced document format features such as text columns and footnotes
- better organize documents with features such as outline/paragraph numbering, table of contents, sort and master document.
- create a document that contains integrated text and graphics and incorporate various fonts, making more effective use of the printed document
- use the macro feature to record and play back keystrokes, eliminating repetitious typing
- use the merge feature to create form letters for mass mailings
- make calculations with WP5's math feature
- use WP5's speller and thesaurus to check for misspellings and/or alternate word choices.

## **Class Overview**

This computer-based training program assists users in learning to use the more advanced features of WordPerfect 5.

*(Continued)*

# **INTRODUCING WORDPERFECT 5: ADVANCED**

## **CALC-058**

### **Target Audience**

This course is designed for employees who must create, edit and print documents using the advanced features of WordPerfect 5.

### **Prerequisites**

Before enrolling in this course, it is recommended that participants have completed the Introducing WordPerfect 5 course (CALC-057).

### **Duration**

*4-6 hours*

# **INTRODUCING LOTUS 1-2-3: MACROS AND ADVANCED FEATURES**

**CALC-059**

## **Course Goal**

This course will expand proficiency in the use of Lotus 1-2-3.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- create named ranges and use them in commands and functions
- combine different worksheets together using the File combine commands: copy, add and subtract
- design and create macros which can make Lotus 1-2-3 faster and more efficient, by storing frequently used keystrokes
- build user-defined menu systems.

## **Class Overview**

Principles and procedures are presented in this course using a balanced instructional approach consisting of explanation, controlled simulation, and review. Lotus 1-2-3 screen displays and commands are shown just as they appear in Lotus 1-2-3 itself.

## **Target Audience**

This course is designed for those users with a basic familiarity with Lotus 1-2-3. Users should have an understanding of how a worksheet is designed and used, and how Lotus 1-2-3 is organized.

*(Continued)*



# **INTRODUCING LOTUS 1-2-3: MACROS AND ADVANCED FEATURES**

**CALC-059**

## **Prerequisites**

Before enrolling in this course, it is recommended that participants have completed an introductory Lotus 1-2-3 course.

## **Duration**

*3-4 hours*

# **TYPING TUTOR IV**

**CALC-060**

## **Course Goal**

This course teaches the keyboard to participants and/or improves their typing speed and accuracy.

## **Course Objectives**

Upon completion of this course, participants will be able to:

- master the keyboard
- type faster
- type more accurately.

## **Class Overview**

This computer-based training course teaches the keyboard with simple drills, progressing to more difficult tasks.

## **Target Audience**

This course is designed for DOL clericals, supervisors, managers and professionals.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*10-15 hours*

# **GRAMMATIK IV**

**CALC-061**

## **Course Goal**

This course enables participants to analyze sentences, readability and style, check spelling and proofread their written material. (This program is an upgrade from Grammatic III (CALC-054).)

## **Course Objectives**

Upon completion of this course, participants will be able to:

- understand the importance of readability in writing
- measure readability
- improve writing skills.

## **Class Overview**

Through analysis of a writing sample, the participant is able to improve their writing and increase their productivity.

## **Target Audience**

This course is designed for DOL clericals, supervisors, managers and professionals.

## **Prerequisites**

Before using this program, participants must have a writing sample stored on a floppy disk.

## **Duration**

*On-going*

# **CORPORATE VOICE**

## **CALC-062**

### **Course Goal**

This computer-based training program can assure the quality and consistency of your organization's written products by creating style models from written material produced in the past. (This is an upgrade from the Readability Program for the IBM PC, XT and AT (CALC-051).)

### **Course Objectives**

Upon completion of this course, participants will be able to:

- improve writing skills
- understand the importance of readability in writing
- measure readability.

### **Class Overview**

This program will create style models from memos, briefs, reports, letters, etc. Once a style model has been created, this program will evaluate writing of the same type, explaining which sentences aren't appropriate and provide 17 screens of easy-to-understand graphics to guide the participant through the revision process.

### **Target Audience**

This course is designed for DOL clericals, supervisors, managers and professionals.

### **Prerequisites**

Before using this program, participants must have created a style model and a writing sample to compare to the style model.

### **Duration**

*On-going*

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**OTHER DOL ACADEMY-ASSISTED OFFERINGS**

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## **OTHER DOL ACADEMY-ASSISTED OFFERINGS**

In addition to specific courses of study, the DOL Academy is working with technical subject matter specialists to coordinate and schedule briefings on topics of common need and interest to a wide audience of DOL employees. Examples of training in this area include briefings on Freedom of Information and Privacy Act, Train the Trainers, Safety and Health, Computer Security Awareness, and Orientation for New Employees. This section of the catalog provides descriptions and related information on such offerings.



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## **DOL NEW EMPLOYEE ORIENTATION PROGRAM**

### **Course Goal**

This program will provide new DOL employees with an overview of the Department of Labor's history and mission, the DOL agencies and the programs administered by each, and will inform them of DOL policies, procedures and programs.

### **Course Objectives**

Upon completion of this course, participants will:

- understand the DOL Performance Management and Recognition System, the Standards of Ethical Conduct, the DOL Equal Employment Opportunity Program, the DOL Computer Security Program, the Safety and Health Program, and the training programs and activities sponsored by the DOL Academy
- understand the types of services and benefits provided through membership in Local 12, American Federation of Government Employees and the National Council of Field Labor Locals (NCFLL).

### **Class Overview**

This program is presented in a seminar format and utilizes video presentations and on location tours to orient new employees to DOL policies and programs.

### **Target Audience**

This program is designed for new DOL career, career-conditional, and temporary employees with appointments of one year or more (including Cooperative Education Program participants).

*(Continued)*

## **DOL NEW EMPLOYEE ORIENTATION PROGRAM**

### **1990 Orientation Program Dates:**

September 26, 1990

November 28, 1990

1991 dates will be announced when scheduled.

## **TRAIN-THE-TRAINER FOR SUBJECT MATTER EXPERTS**

### **Course Goal**

This course introduces subject matter experts to the basics of training design and delivery. This course is offered through the Academy Consultancy Program and will be designed to meet the specific needs of an organization.

### **Course Objectives**

According to the needs of the organization, upon completion of this course, participants will be able to:

- understand how adults learn and what that means in planning training for adults
- understand the training process from Needs Assessment to Evaluation
- develop one's own lesson plan from writing behavioral objectives to writing an instructor's manuscript
- understand and properly use a variety of training techniques from lecture to more experiential techniques
- use audio-visual aids to make presentations more effective
- establish a learning climate for participants
- demonstrate enhanced delivery skills
- give and use feedback.

*(Continued)*

## **TRAIN-THE-TRAINER FOR SUBJECT MATTER EXPERTS**

### **Class Overview**

The course will be designed according to the organization's need in terms of curriculum design or delivery skills/instructor training or both. An interested manager in charge of any training activity should contact Suzanne Parrish, Coordinator of the Academy Consultancy Program, 523-6351.

### **Target Audience**

This course is designed for subject matter experts, any grade level, who are to be involved in training.

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*varies*

**FREEDOM OF INFORMATION ACT, 5 USC 552  
PRIVACY ACT OF 1974, 5 USC 552a  
THIRD PARTY SUBPOENA  
REGULATIONS, 29 CFR 2.20**

**Course Goal**

Participants will acquire a basic understanding of the provisions of these statutes and regulations as well as an understanding of their personal responsibilities and liabilities under them.

**Course Objectives**

Upon completing this course, participants will be able to:

- understand the provisions of the relevant statutes, Departmental regulations, and guidelines issued by the Department of Labor and the Department of Justice
- realize their personal responsibilities and liabilities under these Acts - both criminal and civil sanctions
- be able to recognize situations where disclosure of information is appropriate or inappropriate
- be aware of the time restraints imposed on the government in its response to requests under these acts
- understand the duties and responsibilities of Disclosure Officers and all Department Officials
- understand the Solicitor's function as the Appellate Officer of the Department; the Department's administrative implementation of these Acts; and the Department's relationship to the Department of Justice and Office of Management and Budget with regard to the enforcement of the various provisions of the two Acts.

*(Continued)*

**FREEDOM OF INFORMATION ACT, 5 USC 552  
PRIVACY ACT OF 1974, 5 USC 552a  
THIRD PARTY SUBPOENA  
REGULATIONS, 29 CFR 2.20**

**Class Overview**

Through a combination of lecture and class interaction, participants will be made aware of the Congressional mandate of openness and public access with regard to record keeping practices, while recognizing the competing need to protect government operations.

**Target Audience**

This course is designed for DOL professionals in Grades GS 9-SES and, in particular, officials and their staff designated as Disclosure Officers under FOIA/PA.

**Prerequisites**

There are no prerequisites for this course.

**Duration**

*4 hours*

# **COMPUTER SECURITY AWARENESS**

## **Course Goal**

Participants will gain an awareness of the basic requirements for computer security awareness as mandated by the Computer Security Act of 1987. This Act requires periodic training for all persons who manage, use, or operate Federal computer systems that contain sensitive information.

## **Course Objectives**

Upon completing this course, participants will be able to:

- recognize the importance of computer security
- identify threats to and vulnerabilities of computer systems
- select countermeasures for threats
- use a checklist to identify vulnerabilities in their own computer systems.

## **Target Audience**

This course is required for all employees who manage, use or operate Federal computer systems.

## **Prerequisites**

There are no prerequisites for this course.

## **Duration**

*Varies*



## **PRE-RETIREMENT SEMINAR**

### **Course Goal**

This course assists employees in planning for their retirement.

### **Course Objectives**

Upon completing this course, participants will be able to:

- understand how their retirement annuity will be completed
- understand the requirements for health and life insurance of retirees
- evaluate the effort of survivor's benefits, deposits/redeposits, and taxation on their annuity
- understand the alternative form of annuity
- understand the effects of social security and medicare on their retirement
- understand how the Thrift Savings Plan affects their retirement
- explain how to initiate the retirement process.

### **Class Overview**

This seminar is designed to provide participants with an understanding of the retirement process. The intent is to help participants plan for their retirement based upon their understanding of how their annuities are computed and of what can or will affect the amounts of that annuity.

### **Target Audience**

This course is designed for employees who are within 5 years of their projected retirement date.

*(Continued)*

## **PRE-RETIREMENT SEMINAR**

### **Prerequisites**

There are no prerequisites for this course.

### **Duration**

*2 days*

### **1990 Seminar Dates:**

September 17-18, 1990

October 15-16, 1990

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## **COURSE INDEX**

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